

I. COURSE DESCRIPTION:

Communicating effectively is vital to the success of every leader and team. In this interactive course, you will discover how to overcome barriers to good communication. Getting the message across clearly and precisely, without misunderstandings, will cut costly errors and lost time. Expand your skills in: active listening, speaking, questioning, giving feedback, interviewing, writing and conducting meetings.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Define the communications process and identify and overcome the barriers to communicating.
2. Identify the processes and uses of oral communication and the influence of nonverbal communication on oral communication.
3. Determine the uses of questioning skills to gather and clarify information in the oral communication process.
4. Demonstrate the use of active listening skills in the oral communication process while screening out "noise".
5. Determine the value of giving and receiving feedback and demonstrate giving constructive feedback in the role of the supervisor.
6. Utilize Interviewing and Focus Group techniques effectively for gathering specific work-related information.
7. Determine the uses of letters and memos for work-related purposes and construct (write) an appropriate letter or memo for the intended recipients.
8. Identify the type of meeting to be used for a specific purpose and demonstrate group communication skills and control in a meeting format.
9. Determine the type of communication to be used for effective delivery of information within the organization depending on direction and purpose.
10. Identify the past, current and future trends of communication and provide your own insights into their effectiveness from a business and human perspective

III. TOPICS:

1. Definition and Barriers
2. Talking the Talk
3. Asking Precise Questions

<insert course name here>

<insert course code number here>

4. Active Listening Skills
5. Giving Feedback
6. Gathering Information
7. Putting it in Writing
8. High Impact Meetings and Group Dynamics
9. Communication in the Organization
10. Dynamic Trends in Communication

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Participants Manual

V. EVALUATION PROCESS/GRADING SYSTEM:

Group Leadership and Participation	30%
Formal Class Exercises	40%
Written Assessments	20%
Attendance	10%
Total	100%

The following semester grades will be assigned to students:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	3.00
B	70 - 79%	2.00
C	60 - 69%	1.00
D	50 – 59%	0.00
F (Fail)	49% and below	
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

<insert course name here>

<insert course code number here>

VI. SPECIAL NOTES:

Disability Services:

If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Disability Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

Retention of Course Outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. Students who engage in academic dishonesty will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit Form from the program coordinator (for course-specific courses), or the course coordinator (for general education courses), or the program’s academic assistant.

Students will be required to provide an unofficial transcript and course outline related to the course in question.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.