



**I. COURSE DESCRIPTION:**

This course provides advanced training for aviation students to organize and present information, using a teamwork approach. Emphasis will be placed on recognizing audience needs, using persuasive techniques, practicing interpersonal skills, and enhancing presentation skills. A major component of the course will consist of career exploration, preparation of a resume and cover letter, and interview skills.

**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:****A. Learning Outcomes:**

1. Recognize and use the elements of communication theory (verbal and non-verbal) to respond to specific audiences and purposes
2. Produce clear, concise, accurate, well-organized, professional, computer-generated documents
3. Demonstrate, practice, and evaluate individual effort in a collaboration and teamwork environment
4. Analyze, develop, and practise communication strategies as they apply to cockpit management
5. Design a resume, cover letter, and/or other related career communication
6. Produce and evaluate a videotaped, practice, career interview
7. Give well-organized, coherent, effective oral presentations, ranging from impromptu talks to prepared, collaborative, persuasive presentations, using traditional and/or electronic visual aids where appropriate

**B. Learning Outcomes and Elements of the Performance:**

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

1. Recognize and use the elements of communication theory (verbal and non-verbal) to respond to specific audiences and purposes.

**Potential elements of the performance:**

- Assess audience's needs, knowledge level, language level, characteristics, and attitude
- Anticipate audience's response to the message
- Define the purpose of the communication
- Apply the communication model and theory
- Recognize and interpret non-verbal communication
- Identify barriers to effective communication
- Develop strategies to overcome communication barriers
- Identify the most effective communication strategies for the purpose and audience

## II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE (Continued):

2. Produce clear, concise, accurate, well-organized, professional, computer-generated documents.

### Potential elements of the performance:

- Produce a report, proposal, or other analytical or persuasive report appropriate to audience and purpose
  - Design and/or keep an accurate log, journal, or other record appropriate to aviation technology.
  - Locate, gather, summarize, apply, and document information, including graphics, from both primary and secondary sources.
  - Design and produce a brochure appropriate to aviation technology
3. Demonstrate, practice, and evaluate individual effort in a collaboration and teamwork environment.

### Potential elements of the performance:

- Collaborate with peers on projects, reports, role-playing, discussions, or other assigned activities
  - Recognize stages of team development and growth
  - Practice team skills within a working environment
  - Participate in peer editing of writing projects
  - Evaluate individual role within group
  - Complete assigned tasks within group
  - Demonstrate responsibility toward group success
4. Analyze, develop, and practise communication strategies as they apply to cockpit management.

### Potential elements of the performance:

- Focus on active listening
- Recognize influence styles
- Recognize effective cockpit communication
- Analyze effective and ineffective communication models
- Recognize key communication elements
- Research scenarios where cockpit communication is essential

### III. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE (Continued):

5. Design a resume, cover letter, and/or other related career information.

#### **Potential elements of the performance:**

- Employ elements of document design theory to generate a resume and cover letter
- Research and define potential employment possibilities
- Inventory and relate education and skills to current job market
- Produce portfolio, business cards, and/or other supports for employment
- Demonstrate essential presentation skills
- Produce a potential career analysis

6. Produce and/or evaluate a practice career interview.

#### **Potential elements of the performance:**

- Demonstrate presentation skills essential to job application and interview
- Research essential interviewing skills
- Analyze and interpret communication behavior
- Research and analyze various ways to present resume packages via Internet, video, teleconference, etc.
- Present various topics related to interviewing

7. Give well-organized, coherent, effective, oral presentations ranging from impromptu talks to prepared, collaborative, persuasive presentations using traditional and/or electronic visual aids where appropriate.

#### **Potential elements of the performance:**

- Recognize audience and purpose
- Present an organized thesis
- Recognize and present the elements of persuasiveness, i.e. define the topic, provide evidence, and make the case
- Select the most appropriate evidence to achieve purpose and persuade
- Design and present appropriate visual support
- Recognize strengths and participation in collaborative presentations

### IV. REQUIRED RESOURCES / TEXTS / MATERIALS:

1. Language and Communication Guidelines (provided)
2. Any technical communication textbook to be used as a resource

**V. EVALUATION PROCESS / GRADING SYSTEM:****MAJOR ASSIGNMENTS AND TESTING**

1. Professional Resume and Cover Letter	15%
2. Career Report/Employment Interview	20%
3. Evaluative Summary	10%
4. Personal Summary/ Log of Major Group Activity	10%
5. Short, Impromptu, Oral Report	10%
6. Group, Collaborative Log	5%
7. Group Presentation	10%
8. Mini-research/Teaching Presentation	10%
9. Support Document — brochure, PowerPoint, etc.	10%

**METHOD OF ASSESSMENT (GRADING METHOD)**

The following semester grades will be assigned to students in post-secondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 - 100%	4.00
A	80 - 89%	3.75
B	70 - 79%	3.00
C	60 - 69%	2.00
F (Fail)	59% and below	0.00
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.	

**NOTE:** Students may be assigned an "F" grade early in the course for unsatisfactory performance.

**TIME FRAME**

Communication Skills CMM400 involves three periods per week for the semester. Students are expected to attend class and to participate in class activities.

### Mid-Term Grades

At **mid-term** one of the following grades will be assigned:

- S Satisfactory performance to the time of mid-term grade assignment (does not indicate successful completion of the course)
- U Unsatisfactory performance to the time of mid-term grade assignment (does not indicate unsuccessful completion of the course)
- F The course must be repeated; minimal performance has resulted in the course outcomes not being met

### **VI. SPECIAL NOTES:**

#### Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Special Needs office so that support services can be arranged for you.

#### Complementary Activities

To meet course objectives, students should expect to match each scheduled class hour with independent study.

#### 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 post-secondary institutions.

#### Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Rights and Responsibilities*. 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.

#### Course Outline Amendments:

The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

**VII. PRIOR LEARNING ASSESSMENT:**

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

**VIII. DIRECT CREDIT TRANSFERS:**

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.