

BMG 62.1 Course Outline as of Fall 2008**CATALOG INFORMATION**

Dept and Nbr: BMG 62.1 Title: ONE-ON-ONE MGMT COMM

Full Title: One-on-One Management Communication

Last Reviewed: 1/25/2021

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	1.00	Lecture Scheduled	1.00	17.5	Lecture Scheduled	17.50
Minimum	1.00	Lab Scheduled	0	2	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	1.00		Contact Total	17.50
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 35.00

Total Student Learning Hours: 52.50

Title 5 Category: AA Degree Applicable

Grading: Grade or P/NP

Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP

Also Listed As:

Formerly:

Catalog Description:

Develop knowledge and skills for managers to effectively communicate one-on-one. Skill development includes assertiveness styles, giving/receiving criticism, communicating with diverse groups, and dealing with angry, talkative, and/or demanding people.

Prerequisites/Corequisites:**Recommended Preparation:**

Eligibility for ENGL 100 or ESL 100

Limits on Enrollment:**Schedule of Classes Information:**

Description: Develop knowledge and skills for managers to effectively communicate one-on-one. Skill development includes assertiveness styles, giving/receiving criticism, communicating with diverse groups, and dealing with angry, talkative and/or demanding people. (Grade or P/NP)

Prerequisites/Corequisites:

Recommended: Eligibility for ENGL 100 or ESL 100

Limits on Enrollment:

Transfer Credit: CSU;

Repeatability: Two Repeats if Grade was D, F, NC, or NP

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

AS Degree:	Area	Effective:	Inactive:
CSU GE:	Transfer Area	Effective:	Inactive:
IGETC:	Transfer Area	Effective:	Inactive:
CSU Transfer:	Transferable	Effective: Fall 1998	Inactive:
UC Transfer:		Effective:	Inactive:

CID:

Certificate/Major Applicable:

Certificate Applicable Course

COURSE CONTENT

Outcomes and Objectives:

Upon completion of the course, students will be able to:

1. Diagram the one-on-one management communication process and barriers.
2. Develop non-defensive messages in giving and receiving criticism.
3. Identify and differentiate between communication skills.
4. Communicate effectively with individuals of differing cultural ethnicity.

Topics and Scope:

1. Study of the communication process.
2. Research communication barriers.
3. Analysis of the three-part message: content, voice, and body language.
4. Responsibilities and skills of the message sender.
5. Responsibilities and skills of the message receiver.
6. Discussion on emotions, non-defensiveness, and giving/receiving criticism.
7. Awareness of assertiveness, non-assertiveness, and aggressiveness in communication.
8. Theory of four communication styles (passive, aggressive, passive-aggressive and assertive)
9. Techniques for communicating with angry, talkative, and/or demanding people.
10. Theories of cultural variables.
11. Techniques for communicating with individuals from diverse ethnic groups.

Assignment:

1. In-class written assignments
2. Reading, approximately 20-30 pages per week (two week course)
3. Group activities

4. Role-playing
5. Workbook exercises
6. Case studies
7. Skill demonstrations
8. Quizzes (1-2)

Methods of Evaluation/Basis of Grade:

Writing: Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Written homework, In-class written assignments, analysis of reading assignments

Writing
20 - 30%

Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Group activities; workbook exercises; case studies

Problem solving
20 - 35%

Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Role plays

Skill Demonstrations
20 - 40%

Exams: All forms of formal testing, other than skill performance exams.

Multiple choice, True/false, Short essays

Exams
10 - 20%

Other: Includes any assessment tools that do not logically fit into the above categories.

Participation in class activities

Other Category
10 - 20%

Representative Textbooks and Materials:

Instructor-prepared materials.

Verderber, Kathleen S. et al. Communicate! Thomson Wadsworth, 2007.