

BOT 154.7 Course Outline as of Spring 2012**CATALOG INFORMATION**

Dept and Nbr: BOT 154.7 Title: COMMUNICATING W/ PEOPLE

Full Title: Communicating with People

Last Reviewed: 9/19/2011

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	0.50	Lecture Scheduled	0.50	17.5	Lecture Scheduled	8.75
Minimum	0.50	Lab Scheduled	0	2	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	0.50		Contact Total	8.75
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 17.50

Total Student Learning Hours: 26.25

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:

This course is designed to introduce participants to key elements in communication. Topics will include verbal and non-verbal communication as well as listening skills. Emphasis will be placed on communication within business organizations, such as effectively communicating with internal and external customers.

Prerequisites/Corequisites:**Recommended Preparation:****Limits on Enrollment:****Schedule of Classes Information:**

Description: This course is designed to introduce participants to key elements in communication. Topics will include verbal and non-verbal communication as well as listening skills. Emphasis will be placed on communication within business organizations, such as effectively communicating with internal and external customers. (Grade or P/NP)

Prerequisites/Corequisites:

Recommended:

Limits on Enrollment:

Transfer Credit:

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:
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CSU Transfer:	Effective:	Inactive:
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UC Transfer:	Effective:	Inactive:
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CID:

Certificate/Major Applicable:

Not Certificate/Major Applicable

COURSE CONTENT

Outcomes and Objectives:

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

1. Use active listening skills.
2. Recognize and apply barriers to effective communication.
3. Recognize non-verbal communication.
4. Refine spoken communications for improved customer relations.
5. Effectively communicate on the telephone with clientele.
6. Conduct as well as help support productive and meaningful meetings.

Topics and Scope:

1. Components of the communication process model
2. Methods of communication: verbal and non-verbal
3. Barriers to effective communication
4. Improving communication skills
5. Listening skills
6. Telephone communication
7. Conducting meetings
8. Productively participating in meetings

Assignment:

1. Two to three written assignments of case studies or scenarios
2. Team role plays or projects
3. Three multiple choice or short answer quizzes
4. Participation in class discussion

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; case studies

Writing
10 - 45%

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

None

Problem solving
0 - 0%

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

Team role plays

Skill Demonstrations
20 - 40%

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

Tests to include multiple choice, true/false, matching items

Exams
10 - 30%

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

Attendance and participation

Other Category
15 - 20%

Representative Textbooks and Materials:

Instructor prepared materials