

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:**

<b>AS Degree:</b>	<b>Area</b>	Effective:	Inactive:
<b>CSU GE:</b>	<b>Transfer Area</b>	Effective:	Inactive:
<b>IGETC:</b>	<b>Transfer Area</b>	Effective:	Inactive:
<b>CSU Transfer:</b>	Transferable	Effective:	Fall 1998
		Inactive:	
<b>UC Transfer:</b>		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.