Approved (Changed Course)

## 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:

**CSU Transfer:** Effective: Inactive:

**UC Transfer:** Effective: Inactive:

**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<br>10 - 45% |

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

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|---|---|
| None | Problem solving<br>0 - 0% |

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

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| Team role plays | Skill Demonstrations<br>20 - 40% |

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

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|---|---|
| Tests to include multiple choice, true/false, matching items | Exams<br>10 - 30% |

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

| | |
|---|---|
| Attendance and participation | Other Category<br>15 - 20% |

## Representative Textbooks and Materials:
Instructor prepared materials