

**BOT 56.3 Course Outline as of Fall 2014**

**CATALOG INFORMATION**

Dept and Nbr: BOT 56.3

Title: OFFICE COMMUN SKILLS

Full Title: Office Communication & Interpersonal Skills

Last Reviewed: 10/8/2007

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	2.00	Lecture Scheduled	2.00	17.5	Lecture Scheduled	35.00
Minimum	2.00	Lab Scheduled	0	4	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	2.00		Contact Total	35.00
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 70.00

Total Student Learning Hours: 105.00

Title 5 Category: AA Degree Applicable

Grading: Grade Only

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

Also Listed As:

Formerly: BOT 56.2A

**Catalog Description:**  
Course designed to help the office worker with communication skills used on the job. Topics include listening techniques; non-verbal and face-to-face communications; digital research and communication; cultural and diversity communications; ethical and legal guidelines in communication; minimizing conflict; and developing positive phone communication skills.

**Prerequisites/Corequisites:**  
Course Completion or Current Enrollment in BGN 71

**Recommended Preparation:**

**Limits on Enrollment:**

**Schedule of Classes Information:**  
Description: Course designed to help the office worker with communication skills used on the job. Topics include listening techniques; non-verbal and face-to-face communications; digital research and communication; cultural and diversity communications; ethical and legal guidelines in communication; minimizing conflict; and developing positive phone communication skills.  
(Grade Only)

Prerequisites/Corequisites: Course Completion or Current Enrollment in BGN 71

Recommended:

Limits on Enrollment:

Transfer Credit:

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

## **ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:**

<b>AS Degree:</b>	<b>Area</b>	<b>Effective:</b>	<b>Inactive:</b>
<b>CSU GE:</b>	<b>Transfer Area</b>	<b>Effective:</b>	<b>Inactive:</b>
<b>IGETC:</b>	<b>Transfer Area</b>	<b>Effective:</b>	<b>Inactive:</b>
<b>CSU Transfer:</b>		<b>Effective:</b>	<b>Inactive:</b>
<b>UC Transfer:</b>		<b>Effective:</b>	<b>Inactive:</b>

**CID:**

**Certificate/Major Applicable:**

Certificate Applicable Course

## **COURSE CONTENT**

### **Outcomes and Objectives:**

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

1. Demonstrate a command of interactive listening techniques in a variety of settings.
2. Assess and respond to speakers' nonverbal messages.
3. Express opinions and discuss issues positively and tactfully.
4. Demonstrate appropriate use of email, voice mail, and facsimile equipment in communicating.
5. Find information on the Internet in business databases and web sites.
6. Develop a sensitivity for and an awareness of diversity.
7. Define ethics and identify the process by which individuals develop the foundation for making ethical decisions.
8. Select appropriate communication techniques to avoid, minimize, prevent, or resolve conflicts.
9. Use the telephone to receive and place appropriate business calls.

### **Topics and Scope:**

1. Commands of interactive listening techniques in a variety of settings.
  - a. Identifying and overcoming major barriers to listening.
  - b. Determining when more information is needed and asking appropriate questions.
2. Assessing and responding to speakers' nonverbal messages.
  - a. Giving examples of how nonverbal messages have different meanings in various cultures.
  - b. Including nonverbal cues in message interpretation.

3. Expressing opinions and discussing issues positively and tactfully.
  - a. Interacting effectively with people from various cultural, ethnic, and racial backgrounds by using culturally sensitive language.
  - b. Using standard English when speaking on the job, especially avoiding the use of expletives, slang, and unfamiliar jargon and technical terms.
4. Demonstrating appropriate use of email, voice mail, and facsimile equipment in communicating.
  - a. Composing, sending, and receiving email messages.
  - b. Applying the rules of digital communication etiquette.
  - c. Demonstrating knowledge of legalities related to using email and other digital technologies in a business environment.
  - d. Creating an effective voice mail outgoing message.
  - e. Leaving a voice mail incoming message.
  - f. Creating a fax cover sheet and sending a fax.
5. Finding information on the Internet in business databases & web site.
  - a. Demonstrating research techniques to find digital information.
  - b. Applying reading skills to gather information from digital media.
  - c. Analyzing and evaluating the integrity of digital information.
  - d. Distinguishing between fact, inference, and judgment in digital materials.
  - e. Detecting when digital media may have been used out of context to distort reality.
6. Developing a sensitivity for and an awareness of cultural diversity.
  - a. Demonstrating a sensitivity to language bias and using language that is free of bias (gender, race, age, religion, physically challenged, and sexual orientation).
  - b. Analyzing and discussing biased communication (age, race, religion, sexual orientation, physically challenged, and sexual harassment) cases that have become legal precedents.
7. Defining ethics and identifying the process by which individuals develop the foundation for making ethical decisions.
  - a. Differentiating between legal and ethical situations.
  - b. Analyzing common types of unethical behavior in the workplace.
  - c. Solving problems using techniques that take into consideration personal and ethical values.
  - d. Discussing the importance of taking responsibility for all spoken and written communication and actions taken.
8. Selecting appropriate communication techniques to avoid, minimize, prevent, or resolve conflicts.
  - a. Modeling the process for conflict resolution.
  - b. Differentiating between friendship and working relationships.
  - c. Addressing cultural conflicts & identifying appropriate solutions.
  - d. Employing appropriate strategies for communicating with dissatisfied customers in face-to-face discussions, through digital means, and in writing.
9. Using the telephone to receive and place appropriate business calls.
  - a. Discussing the importance of the use of the telephone as a customer service tool.
  - b. Projecting a positive first impression over the telephone.
  - c. Using the telephone to gather and record information.
  - d. Demonstrating proper telephone techniques and etiquette.

- e. Completing accurate telephone messages.

### Assignment:

1. Reading assignments from textbook and digital sources (approximately 15 to 20 pages per week).
2. Two written projects per week of 2 to 5 pages each.
3. Apply effective listening, speaking, problem solving, and telephone techniques in individual and group activities.
4. In-class activities will include but not be limited to the application of the following competencies and skills:
  - gather data by reading information from print and digital sources
  - organize, analyze, and interpret gathered data from print and digital sources
  - compose business documents that reflect cultural differences and and incorporate current practice and protocol activities and assignments to meet deadlines and produce quality work
  - use active listening and effective oral communication skills
  - develop self-managing skills and work effectively in groups to complete activities, assignments, and/or projects
  - use technology to complete activities

### 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, Email communication & fax communication

Writing  
30 - 55%

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

Projects

Problem solving  
20 - 45%

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

Class performances

Skill Demonstrations  
10 - 45%

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

Multiple choice, True/false, Matching items, Completion

Exams  
5 - 30%

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

Attendance and participation
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Other Category 0 - 5%
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**Representative Textbooks and Materials:**

BUSINESS COMMUNICATION AT WORK, McGraw-Hill/Irwin, 2006.