

**BOT 154.7 Course Outline as of Fall 2014****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:**

<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:
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<b>CSU Transfer:</b>	Effective:	Inactive:
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<b>UC Transfer:</b>	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