BMG 62.1 Course Outline as of Fall 2024

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:
Examine communication models to understand the communication process. Incorporate techniques to create messages to clearly express ideas and provide feedback. Develop leadership skills to communicate effectively to solve problems and accomplish tasks.

Prerequisites/Corequisites:

Recommended Preparation:
Eligibility for ENGL 100 OR EMLS 100 (formerly ESL 100) or appropriate placement based on AB705 mandates

Limits on Enrollment:

Schedule of Classes Information:
Description: Examine communication models to understand the communication process. Incorporate techniques to create messages to clearly express ideas and provide feedback. Develop leadership skills to communicate effectively to solve problems and accomplish tasks. (Grade or P/NP)
Prerequisites/Corequisites:

Recommended: Eligibility for ENGL 100 OR EMLS 100 (formerly ESL 100) or appropriate placement based on AB705 mandates
Limits on Enrollment:
Transfer Credit: CSU;
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:	Transferable	Effective:	Fall 1998	Inactive:	
UC Transfer:		Effective:		Inactive:	

CID:

Certificate/Major Applicable:
Certificate Applicable Course

COURSE CONTENT

Student Learning Outcomes:
At the conclusion of this course, the student should be able to:
1. Recognize effective messages based on sending and receiving communication skills.
2. Summarize one-on-one management communication techniques in a business environment.

Objectives:
At the conclusion of this course, the student should be able to:
1. Diagram the one-on-one management communication process.
2. Identify effective mediums for delivery of the message for varying situations.
3. Identify possible barriers to communication and reasons for breakdown.
4. Determine factors that influence and impact communication, such as values, culture, gender and generational differences.
5. Determine primary communication style of self; demonstrate the style flexing technique for varying communication styles and situations.
6. Identify and demonstrate effective non-verbal and verbal techniques.
7. Distinguish between traditional assertiveness communication stances and determine most effective stance for various situations.
8. Distinguish between types of effective listening techniques and determine most effective listening technique for various situations.
9. Demonstrate communication techniques for providing constructive feedback.
10. Demonstrate communication techniques for asking questions, answering questions, giving instructions, giving praise, and giving and receiving criticism.

Topics and Scope:

1. One-on-One Communication Process
   a. Sender / Receiver

   b. Encoding / Decoding
   c. Filters / Noise
   d. External / Internal Barriers
   e. Message
   f. Medium or Channel
   g. Feedback
2. Factors that Influence and Impact Communication
   a. Channel or Medium Selection
   b. External Interferences
   c. Internal Interferences
   d. Generational Differences
   e. Individualist vs. Collectivist Differences
   f. Direct vs. Indirect Differences
   g. Gender Differences
   h. Motivational Differences
   i. Position or Power Differences
   j. Internal or External Value Conflicts
3. Communication Style of the Listener(s)
   a. Individual communication style
   b. Communication styles of others
   c. Style flexing
4. Non-Verbal Delivery Techniques
   a. Non-verbal body postures
   b. Eye contact and facial expression
   c. Hand gestures and body postures
5. Effective Verbal Delivery Techniques
   a. Voice tone and projection
   b. Pacing and pausing
   c. Voice inflection
   d. Telephone techniques
6. Verbal Communication Techniques
   a. Communication stances
   b. Positive reinforcement
   c. “I” messages
   d. Broken record technique
   e. DESC method (Describe/Express/Specify/Consequences)
   f. Self-disclosure technique
7. Listening Skills
   a. Reflective listening
   b. Responsive listening
   c. Active listening
   d. Passive listening
8. Constructive Feedback Techniques
9. Techniques for Conveying or Generating Information
   a. Techniques for asking and answering questions
   b. Giving instructions
   c. Praising employees
   d. Giving and receiving criticism
   e. Basic decision-making model

Assignment:

1. Reading 20 – 60 pages for the course

2. Written homework and in-class assignments

3. Self-evaluation inventory

4. Demonstration of specific communication techniques either in class or via recorded or live video online

5. Zero to three exams including final

6. Participation in large and small groups and interactive topical discussions in class or online forums or interactive rooms

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 and in-class or online assignments	Writing 30 - 35%

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

Self-evaluation inventory	Problem solving 10 - 30%

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

Demonstration of communication techniques either in class or via recorded or live video online	Skill Demonstrations 15 - 25%

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

Exams including final	Exams 0 - 10%

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

Participation in large and small groups; interactive discussions in class or online	Other Category 25 - 35%

Representative Textbooks and Materials:
Communicate! 14th ed. Verderber, Kathleen. Thomson Wadsworth Publishing. 2014 (classic)

An Experiental Approach to Organization Development. 8th ed. Brown, Donald and Harvey, Donald. Pearson. 2011 (classic)

Instructor prepared materials.