

CATALOG INFORMATION

Dept and Nbr: BOT 56.2 Title: COMMUN/INTERP SKILL
Full Title: Communication and Interpersonal Skills
Last Reviewed: 2/28/2000

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	4.00	Lecture Scheduled	4.00	17.5	Lecture Scheduled	70.00
Minimum	4.00	Lab Scheduled	0	17.5	Lab Scheduled	0
		Contact DHR	2.00		Contact DHR	35.00
		Contact Total	6.00		Contact Total	105.00
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 140.00

Total Student Learning Hours: 245.00

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:

Catalog Description:
Twenty-first century workforce skills needed to work effectively in an office with emphasis on communications and interpersonal skills. Topics include understanding motivations, listening, face-to-face communication, intercultural awareness, telephone techniques, organizational changes, time management techniques, problem solving and decision making, organizing and participating in meetings, and working in teams/groups. Integration of workplace competencies and foundation skills in this course form a solid basis for the Business Office Technology Department Certificate/Degree Programs.

Prerequisites/Corequisites:
Course Completion or Current Enrollment in BOT 56.1

Recommended Preparation:
Eligibility for English 100A or equivalent

Limits on Enrollment:

Schedule of Classes Information:
Description: 21st century workforce skills needed to work effectively in an office with emphasis on communication & interpersonal skills. Topics include understanding motivations, listening,

face-to-face communication, intercultural awareness, telephone techniques, organizational changes, time management, problem solving & decision making, organizing & participating in mtgs. & working in teams/groups. (Grade Only)

Prerequisites/Corequisites: Course Completion or Current Enrollment in BOT 56.1

Recommended: Eligibility for English 100A or equivalent

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: Spring 1991	Inactive: Spring 2011
UC Transfer:		Effective:	Inactive:

CID:

Certificate/Major Applicable:

Certificate Applicable Course

COURSE CONTENT

Outcomes and Objectives:

The students will:

1. Identify how individuals' background and experiences influence their communication skills.
2. List the elements of the communication model
3. Employ active listening techniques.
4. Use effective face-to-face communication (speaking skills)
5. Examine intercultural issues and concerns.
6. Develop effective telephone skills to project a positive image including voice, listening attentively, and technology-related challenges.
7. Identify organizational changes that affect office professionals
8. Use effective time management techniques to determine how they presently use their time, to identify time over which they have control and over which they do not have control, and to schedule all work in order to meet deadlines at the quality level.
9. Apply critical thinking skills to the problem solving and decision-making process.
10. Develop effective meeting skills
11. Identify impact and limitations of working with groups

Topics and Scope:

1. Understanding Motivations

- a. Identify one's own needs
 - b. Discuss needs of others
 - c. Investigate how each of us have been value programmed
 - d. Describe and interpret various nonverbal messages (body language)
2. The Communication Model
 - a. Identify and remove or minimize communication barriers
3. Listening
 - a. Employ the steps of active listening
4. Face-to-face Communications
 - a. Overcoming fears
 - b. Projecting a positive image
 - c. Pitfalls
 - d. Being assertive
5. Intercultural Awareness
 - a. The globalization of business
 - b. Ways to overcome ethnocentrism
 - c. Myths of intercultural communication
 - d. Barriers to intercultural communication
6. Telephone Techniques
 - a. Project a professional image
 - b. Listen actively
 - c. Strengths and drawbacks of phone-related technology (voice mail, automated attendant system)
 - d. Complete accurate phone messages
7. Changes that Affect Office Professionals
 - a. Resistance to Change
 - b. Philosophy to cope with change
 - c. Anticipate and prepare for likely outcomes
8. Time Allocation/Management Principles and Techniques
 - a. Clarify priorities
 - b. Overcome procrastination
 - c. Minimize interruptions
 - d. Reduce paperwork
 - e. Setting goals and establishing time to reach them
9. Problem Solving and Decision Making
 - a. Identify problem
 - b. Cause/effect of problem
 - c. Options for solutions
 - d. Consequences of option
 - e. Action planning
10. Organizing and Participating in Meetings
 - a. Developing an agenda
 - b. Setting realistic time frames
 - c. Staying within specified time limits
 - d. Writing meeting minutes
11. Working in Teams/Groups
 - a. Understanding goals and/or objectives
 - b. Impact and limitations of working with groups
 - c. Exploring team leadership
 - d. Roles of a facilitator and recorder
 - e. Writing minutes

Assignment:

In-class activities throughout the course will include but not be limited to the application of the following workplace competencies and foundation skills:

- * Gather data by reading information from outside written sources such as newspapers, magazines, trade journals, etc.
 - * Organize, analyze, and interpret gathered data
 - * Write various types and lengths of reports on gathered data
 - * Use essential time management skill of calendaring course activities and assignments to meet deadlines and produce a quality product
 - * Use active listening and effective oral communication skills
 - * Develop self-managing skills and teams to complete activities, assignments, and/or projects
 - * Employ activities designed to reduce stress and fatigue in today's fast-past working environment
 - * Examine the interdependence of the global/world marketplace with emphasis on international trade and business
 - * Use computer technology to complete activities
1. Reading assignments from textbook and outside sources
 2. Write a variety of reports from one-page documents to a research-based formal report
 3. Individual and group activities applying effective listening, speaking, problem solving, and telephone techniques.

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, Reading reports, Term papers,
PROJECTS

Writing
30 - 60%

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

PROJECTS

Problem solving
10 - 50%

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

CLASS PERFORMANCE

Skill Demonstrations
10 - 40%

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

Multiple choice, True/false, Matching items

Exams
5 - 20%

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

ATTENDANCE AND PARTICIPATION

Other Category
5 - 15%

Representative Textbooks and Materials:

BUSINESS COMMUNICATION by Mary Cullinnan. Holt, Rinehart and Winston, Inc., 1989.

COMMUNICATING AT WORK, 4th edition, by Ronald B. Adler, McGraw Hill (1992)