

COMM-124: CAREER COMMUNICATION

Effective Term

Fall 2023

BOT Approval

5/12/2023

SECTION A - Course Data Elements
CB04 Credit Status

Credit - Degree Applicable

Discipline

Minimum Qualifications	And/Or
Speech Communication (Communication Studies) (Master's Degree)	

Subject Code

COMM - Communication Studies

Course Number

124

Department

Communication Studies (COMM)

Division

Language and Developmental Studies (LADS)

Full Course Title

Career Communication

Short Title

Career Communication

CB03 TOP Code

1506.00 - Speech Communication

CB08 Basic Skills Status

NBS - Not Basic Skills

CB09 SAM Code

E - Non-Occupational

Rationale

Change Subject Code & Update textbooks

SECTION B - Course Description
Catalog Course Description

This course covers a range of workplace communication concepts and skills related to interpersonal communication, public speaking and group dynamics. The course also will include topics such as developing resumes, interviewing, leadership, conflict resolution and critical thinking.

SECTION C - Conditions on Enrollment
Open Entry/Open Exit

No

Repeatability

Not Repeatable

Grading Options

Letter Grade or Pass/No Pass

Allow Audit

Yes

Requisites**SECTION D - Course Standards****Is this course variable unit?**

No

Units

3.00000

Lecture Hours

54.00

Outside of Class Hours

108

Total Contact Hours

54

Total Student Hours

162

Distance Education Approval**Is this course offered through Distance Education?**

Yes

Online Delivery Methods

DE Modalities	Permanent or Emergency Only?
Entirely Online	Permanent
Hybrid	Permanent
Online with Proctored Exams	Permanent

SECTION E - Course Content**Student Learning Outcomes**

Upon satisfactory completion of the course, students will be able to:	
1.	Utilize critical thinking skills and an understanding of interpersonal dynamics to effectively communicate verbally and nonverbally in the workplace.
2.	Create effective resumes and demonstrate interviewing proficiency.
3.	Demonstrate effective leadership, decision-making, problem-solving and conflict resolution skills.

Course Objectives

Upon satisfactory completion of the course, students will be able to:	
1.	Compare and contrast different resume formats and prepare a personal resume in the appropriate form.
2.	Differentiate between information and employment interviews and prepare for each effectively.
3.	Apply critical thinking skills and principles of effective problem solving and decision making in small groups.
4.	Demonstrate effective group leadership skills, including developing an agenda, conducting a meeting and facilitating member roles.
5.	Demonstrate effective preparation, organization and delivery skills in formal presentations.
6.	Explain the basic principles of effective communication for individuals and groups in an organizational setting, including the impacts of culture and gender on verbal and nonverbal communication.

- 7. Demonstrate effective listening techniques including active listening skills, critical evaluation and empathic responses.
- 8. Adapt verbal and nonverbal behaviors to communicate more effectively in diverse workplaces.

Course Content

- 1. Principles of communication
 - a. Models of communication
 - b. Components of messages
 - c. Communication networks
 - d. Channels
 - e. Language and culture
- 2. Resumes
 - a. Types / Formats
 - b. Components
- 3. Interviewing
 - a. Informational interviews: purposes, gathering information, developing questions, conducting the interview
 - b. Employment interviews: gathering information, preparation, interviewing skills, followup
- 4. Listening
 - a. Listening process
 - b. Critical listening skills
 - c. Empathic listening responses
- 5. Group dynamics
 - a. Types of work groups
 - b. Functional group roles
 - c. Leadership: styles, skills
 - d. Running meetings: creating agendas, decision making, problem solving
- 6. Conflict resolution
 - a. Types of conflicts, cultural influences
 - b. Constructive conflict resolution styles
- 7. Norms
 - a. Behavioral expectations: workplace, email
 - b. Cultural influences on business norms: domestically, globally
- 8. Nonverbal Communication
 - a. Categories of nonverbal communication
 - b. Cultural influences
 - c. Impression management
- 9. Presentations
 - a. Preparation: audience analysis, research, organization, developing content
 - b. Delivery skills: in-person presentations, electronic communication channels

Methods of Instruction

Methods of Instruction

Types	Examples of learning activities
Discussion	
Lecture	
Observation and Demonstration	
Other	Oral presentations in front of an audience.

Instructor-Initiated Online Contact Types

- Announcements/Bulletin Boards
- Chat Rooms
- Discussion Boards
- E-mail Communication
- Telephone Conversations
- Video or Teleconferencing

Student-Initiated Online Contact Types

- Chat Rooms

Discussions
Group Work

Course design is accessible

Yes

Methods of Evaluation

Methods of Evaluation

Types	Examples of classroom assessments
Quizzes	Weekly chapter quizzes/discussions questions.
Oral Presentations	Following Monroe's Motivated Sequence, develop and deliver a five-minute sales presentation of a product of your choice.
Projects	Individual and/or group projects. For example: Organizational Portfolio- Over the course of the semester, groups will create a business proposal portfolio which includes the 14 components discussed in class. The final product may be modeled after an existing organization, but should reflect group creativity and professionalism.
Homework	Research "business meeting protocols" for a country of your choice and write a set of specific guidelines for Americans doing business in that country.

Assignments

Reading Assignments

Selected readings from the textbook, handouts or on-line sources. For example: Read chapter three in Communicating at Work. For example: Read Criteria for Evaluating Web Sites, at www.ithaca.edu.

Writing Assignments

For example: In response to a current job posting, write a cover letter that follows a business letter format and references your specific qualifications for the position. 2. Interview For example: Research a company that interests you and conduct an informational interview with an individual in the department of your choice. 3. Individual and/or group presentations

Other Assignments

Group project: For example: Over the course of the semester, students will work in small groups to design a non-profit organization and develop a 20-30 page portfolio covering the sections discussed in class. You must integrate graphics and present your final product to the class in a creative and professional format.

SECTION F - Textbooks and Instructional Materials

Material Type

Textbook

Author

Ronald B. Adler, Jeanne M. Elmhorst, Kristen Lucas

Title

Communicating at Work

Edition/Version

12th

Publisher

McGraw Hill

Year

2018

Material Type

Textbook

Author

Dan O'Hair, Gustav W. Friedrich and Lynda Dee Dixon

Title
 Strategic Communication in Business and the Professions

Edition/Version
 8th

Publisher
 Allyn and Bacon

Year
 2015

Material Type
 Textbook

Author
 Floyd, Kory and Cardon, Peter

Title
 Business and Professional Communication

Edition/Version
 1st

Publisher
 Mcgraw Hill

Year
 2020

Material Type
 Other required materials/supplies

Description
 As required by specific instructors: Mini-dvd, portfolio materials, etc.

Proposed General Education/Transfer Agreement

Do you wish to propose this course for a Local General Education Area?
 No

Do you wish to propose this course for a CSU General Education Area?
 No

Do you wish to propose this course for a UC Transferable Course Agreement (UC-TCA)?
 No

Course Codes (Admin Only)

ASSIST Update
 Yes

CB00 State ID
 CCC000514150

CB10 Cooperative Work Experience Status
 N - Is Not Part of a Cooperative Work Experience Education Program

CB11 Course Classification Status

Y - Credit Course

CB13 Special Class Status

N - The Course is Not an Approved Special Class

CB23 Funding Agency Category

Y - Not Applicable (Funding Not Used)

CB24 Program Course Status

Program Applicable

Allow Pass/No Pass

Yes

Only Pass/No Pass

No