A. COURSE DESCRIPTION

Credits: 3
Lecture Hours/Week: *.*
Lab Hours/Week: *.*
OJT Hours/Week: *.*
Prerequisites: None
Corequisites: None

MnTC Goals: Goal 01 - Communication

This course emphasizes oral and written communication, as well as relational skills utilized in professional settings. Students will learn fundamental concepts and principles of communication used in the workplace, develop skills for individual and group business presentations, learn how to generate messages for a variety of diverse and professional audiences through appropriate electronic and face-to-face communication, develop critical listening and problem-solving skills, and engage in effective and ethical interpersonal communication in the workplace. This course is designed to help individuals learn how to work productively with others and present themselves professionally in any career. Liberal Education Goal Area 1.

B. COURSE EFFECTIVE DATES: 08/27/2018 - Present

C. OUTLINE OF MAJOR CONTENT AREAS

1. Appreciating diversity in the workplace
2. Communication patterns in organizations
3. Creating and delivering good news, neutral news, bad news
4. Creating professional electronic messages
5. Delivering professional presentations
6. Effective listening
7. Giving and receiving feedback
8. Individual and team presentations
9. Interpersonal communication in the workplace
10. Introduction to the Communication Process
11. Managing conflict in business relationships
12. Nonverbal communication in organizations
13. Organizational models of communication
14. Organizing and preparing written proposals
15. Participation and communication in leadership in teams
16. Professional visual aids
17. Researching and supporting ideas
18. Small group communication and problem solving
D. LEARNING OUTCOMES (General)
   1. demonstrate day-to-day relational communication (e.g., listening, giving and receiving feedback, critical thinking, problem-solving, conflict management, cultural sensitivity, team decision-making) utilized in the workplace.
   2. design in writing well-organized individual and group presentations used in the workplace with logical arguments and proper source documentation.
   3. present business messages in appropriate formats and venues (e.g., business meetings, small group discussions).
   4. critique self and others’ presentations (orally and in writing) in a thoughtful and thought-filled manner.
   5. identify, explain, and apply communication concepts and principles used in organizational settings.
   6. research, evaluate and synthesize contemporary workplace communication issues from various points of view.
   7. deliver professional well-organized individual and group public speaking presentations used in the workplace with logical arguments and proper source documentation.
   8. create business emails and documents that are effective, professional, ethical, and use appropriate business style for diverse audiences (e.g., positive and negative messages, executive reports, memos, etc.).

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies
   Goal 01 - Communication
   1. Understand/demonstrate the writing and speaking processes through invention, organization, drafting, revision, editing and presentation.
   2. Participate effectively in groups with emphasis on listening, critical and reflective thinking, and responding.
   3. Locate, evaluate, and synthesize in a responsible manner material from diverse sources and points of view.
   4. Select appropriate communication choices for specific audiences.
   5. Construct logical and coherent arguments.
   6. Use authority, point-of-view, and individual voice and style in their writing and speaking.
   7. Employ syntax and usage appropriate to academic disciplines and the professional world.

F. LEARNER OUTCOMES ASSESSMENT
   As noted on course syllabus

G. SPECIAL INFORMATION
   None noted