COMMON COURSE OUTLINE: Course discipline/number/title: OSP 1015: Applied Communication Skills

A. CATALOG DESCRIPTION
1. Credits: 3
2. Hours/Week: 3 Lecture
3. Prerequisites (Course discipline/number): Acceptance into the Occupational Skills Program
4. Co-requisites (Course discipline/number): None
5. MnTC Goals (if any): NA

This course provides students with a variety of communication skills needed to be successful in a work environment. Topics include verbal and nonverbal communication, speaking and listening skills, business communications and working in groups.

B. DATE LAST REVISED (Month, year): April, 2014

C. OUTLINE OF MAJOR CONTENT AREAS:
1. Methods of Communication
2. Speaking and listening skills
3. Business etiquette
4. Assertive, passive and aggressive styles of communication.
5. Stages of team development
6. Accepting criticism

D. LEARNING OUTCOMES (GENERAL): The student will be able to:
1. Distinguish between various forms of communication.
2. Identify four traits of active listening.
3. Demonstrate speaking skills in front of the class.
4. Identify the parts of a business letter
5. Create a business letter.
6. Demonstrate making a business telephone call.
7. Compare and contrast assertive, passive, and aggressive communication styles.
8. Identify the stages of team development.
9. Demonstrate effective skills while working on a team or in a group.
10. Explain the importance of constructive Criticism.
11. Compare and contrast styles of constructive criticism.
12. Summarize appropriate professional communication interactions with others.

E. LEARNING OUTCOMES (MNTC): NA

F. METHODS FOR EVALUATION OF STUDENT LEARNING:
Evaluation may include any or all of the following:
1. Exams and quizzes
2. Class participation and activities
3. Group work
4. Assignments and demonstrations

G. RCTC CORE OUTCOME(S) ADDRESSED:
- Communication
- Critical Thinking
- Global Awareness/Diversity
- Civic Responsibility
- Personal/Professional Accountability
- Aesthetic Response

H. SPECIAL INFORMATION (if any): None