

Course discipline/number/title: COMM 1000: Introduction to Workplace Communication

A. CATALOG DESCRIPTION

1. Credits: 3
2. Hours/Week: 3
3. Prerequisites (Course discipline/number): None
4. Other requirements: None
5. MnTC Goals (if any): NA

This introductory course is skill based and designed to provide basic communication strategies to build positive relationships in career settings. It focuses on developing skill sets in active listening, conflict management, nonverbal awareness, and non-defensiveness. The goal is to create confidence and competence in various communication contexts, such as customer service, work teams, and personal relationships. Attention is placed on interpersonal communication, team/small group communication and public speaking.

B. DATE LAST REVISED (Month, year): May, 2020

C. OUTLINE OF MAJOR CONTENT AREAS:

1. Interpersonal Communication
 - a) Assertive message/I statements
 - b) Listening techniques/Paraphrasing
 - c) Perception checks
 - d) Non-defensive approaches
 - e) Positive communication climate
 - f) Nonverbal communication
2. Team/Small Group Communication
 - a) Conflict management skills
 - b) Roles and norms formation
 - c) Leadership styles
 - d) Decision making techniques
3. Public Speaking
 - a) Communication anxiety
 - b) Organizing and supporting messages

D. LEARNING OUTCOMES (GENERAL): The student will be able to:

1. Demonstrate communication skills appropriate for career and personal settings,
2. Adapting messages to specific audiences.
3. Explain various team/group behaviors and roles.
4. Apply appropriate verbal and nonverbal strategies.
5. Implement strategies to reduce communication apprehension.

E. LEARNING OUTCOMES (MNTC): NA

F. METHODS FOR EVALUATION OF STUDENT LEARNING: Methods may include but are not limited to:

1. Skill based demonstrations
2. Written assignments
3. Self-evaluations
4. Projects
5. Test/quizzes

G. RCTC CORE OUTCOME(S). This course contributes to meeting the following RCTC Core Outcome(s) Communication. Students will communicate appropriately for their respective audiences.

H. SPECIAL INFORMATION (if any): None