CSM COURSE REVISION/SIX YEAR UPDATE FORM (updated 9/10/09)

DEPT/NO: COMM 860 (formerly SPCH 860)  COURSE NAME: Communication in the Workplace

Please indicate the purpose of this form (check one or both):

☐ Course revision. Complete the appropriate area(s) below (major changes, course preparation, or minor changes).

☐ Six year course update. Course outlines and any Validation Forms (co-, pre-, and recommended preparation) are required to be updated every six years even if they have not changed.

MAJOR CHANGES (check all that apply)

☐ Change in Units (requires a new course number)
☐ Change in Course Number
☐ Major Change in Content (may require a new course number if students will want to repeat the course or if updated course now fulfills a requirement).

For major changes, submit this form and a complete package for a new course (including the Permanent Course Approval Form, the Library Sign-Off Sheet, any applicable Enrollment Limitation Validation Forms, and the Course Outline) with the required signatures. Please submit signed hard copy to the Instruction Office and send an electronic copy (without signatures) to Ada Delaplaine, delaplaine@smccd.edu.

VALIDATION CHANGES (PREREQUISITE, COREQUISITE, OR RECOMMENDED PREPARATION)

☐ Change in Enrollment Limitation or Six-Year Update

For a six-year update, California State Regulations require new Validation forms to be submitted even if there are no changes in Validation!

MINOR OR NO CHANGES (check all that apply and explain below)

☐ Minor Change in Content
☐ Change in Course Title
☐ Change in Student Hours (that does not affect number of units)
☐ Change in Hours by Arrangement
☐ Change in Method of Grading (Letter Grade, Pass/No Pass, etc.)
☐ Minor Changes in Catalog Description
☐ Minor Changes in Schedule Description
☐ No Changes to Existing Course (for 6 year course update only)

For minor changes without a six-year update, submit this form and the revised Course Outline. For six-year updates (with or without minor changes), submit this form, the revised Course Outline, and Validation forms. Please submit signed hard copy to the Instruction Office and send an electronic copy (without signatures) to Ada Delaplaine, delaplaine@smccd.edu.

EXPLANATION OF ALL CHANGES FROM THE PREVIOUS TWO SECTIONS:

Changes in content to the catalog/schedule primarily focus on adding public speaking training to the course in more depth and deleting the “methods for reducing workplace stress; and strategies to help clients feel at ease in uncomfortable situations” part of the title. We also want to delete the part of the title in the catalog/schedule that says, “Focused primarily on dental assistant careers.” The reason for these changes is twofold: since the change in the course description which was added two years ago that emphasizes the dental assistant focus, five students not in the dental assistant program have taken the course and felt like the course was meeting their own professional needs. This came about because of a restructuring of the course where the students’ number one professional need was addressed based on a survey given to them on day one of the course. Overwhelmingly, students wanted a course that helps them open up with others with more confidence. The syllabus was restructured on that day and now we are catching up with these changes with COI. We feel that making the course open to students with different professional goals helps us to reach out to students who want more training in public
speaking and other communication skills suggested in the course description as well as increase enrollment which is more important than ever. Changes in SLOs are also indicated in the updated outline.

☐ Yes ☒ No  Does this course currently satisfy any of the AA/AS General Education requirements?

Is there a course with this prefix and number offered at another college in SMCCCD? ☐ Yes ☒ No If yes, provide college, course title, units, prerequisites, corequisites, recommended preparation:

Are the prerequisites, corequisites, recommended prep and unit value the same as proposed for this course? ☐ Yes ☐ No  If no, please explain.
DEPT/NO: Communication Studies 860  COURSE NAME: Communication in the Workplace

Preparer: ___________________________ Date 5/4/11

Division Dean: ______________________ Date 5/4/11

COI Division Rep: ___________________ Date 5/11/11

COI Chairperson: ____________________ Date 5/12/11
College of San Mateo
Course Outline

☐ New Course
☐ Update/No change
☒ Course Revision (Minor)
☐ Course Revision (Major)

Date: March 6, 2011

Department: Communication Studies
Number: 860
Course Title: Communication in the Workplace
Units: 1
Total Semester Hours Lecture: 16 Lab: 0
Homework: 27 By Arrangement: 5
Grading
☐ Letter
☒ Pass/No Pass
☐ Grade Option (letter or Pass/No Pass)

Faculty Load Credit (To be completed by Division Office; show calculations.):

16/16 = 1 FLC

1. Prerequisite (Attach Enrollment Limitation Validation Form.)
   None

2. Corequisite (Attach Enrollment Limitation Validation Form.)
   None

3. Recommended Preparation (Attach Enrollment Validation Form.)
   None

4. Catalog Description (Include prerequisites/corequisites/recommended preparation. For format, please see model course outline.)

COMM 860 Communication in the Workplace (formerly SPCH 860) (Pass/No pass grading.)
Minimum of 16 lecture hours plus 5 lab hours by arrangement per term. Focuses on the
development of confidence in public settings by increasing student skill in job interviewing,
public speaking, and communicating interpersonally with managers, colleagues and clients. (AA)

5. Class Schedule Description (Include prerequisites/corequisites/recommended preparation. For format, please see model course outline.)

Focuses on the development of confidence in public settings by increasing student skill in job
interviewing, public speaking, and communicating interpersonally with managers, colleagues and
clients. Plus minimum 5 lab hours by arrangement per term. Pass/No Pass grading. (AA)

6. Student Learning Outcomes (Identify 1-6 expected learner outcomes using active verbs.)
Upon successful completion of the course, the student will be able to:

- effectively field job interview questions that relate to the 7 factors that employers look for when interviewing a job candidate
- paraphrase a sender’s communication for content and/or emotion
- deliver an assertion (DESC) message
- present oneself orally to create a positive professional image

7. Course Objectives (Identify specific teaching objectives detailing course content and activities. For some courses, the course objectives will be the same as the student learning outcomes. In this case, “Same as Student Learning Outcomes” is appropriate here.)

Same as SLOs

8. Course Content (Brief but complete topical outline of the course that includes major subject areas [1-2 pages]. Should reflect all course objectives listed above. In addition, a sample course syllabus with timeline may be attached.)

I. Public Speaking
A. Delivery
   1. Vocal
   2. Physical
B. Organization
   1. Introduction, body, conclusion
   2. Methods of organization
   3. Transitions
C. Content
   1. Points with support
   2. Examples
   3. Starting and ending with a bang

II. Interviewing
A. How to find potential employers
   1. Networking
   2. Non-interview interview
B. 7 Factors to consider when answering questions
   1. Enthusiasm
   2. Communication skills
   3. Record of success
   4. Rational thought process
   5. Maturity
   6. Planning and organization
   7. Reaction to pressure

III. Interpersonal Communication Skills
A. Paraphrasing
B. Assertion messages (aka “I” language or DESC -- describe, express, specify, consequences--script)

9. Representative Instructional Methods (Describe instructor-initiated teaching strategies that will assist students in meeting course objectives. Describe out-of-class assignments, required
reading and writing assignments, and methods for teaching critical thinking skills. If hours by arrangement are required, please indicate the additional instructional activity which will be provided during these hours, where the activity will take place, and how the activity will be supervised.)

IN-CLASSROOM INSTRUCTIONAL METHODS

Lecture, modeling, and video presentations to introduce strategies for job interviewing, public speaking, and interpersonal communication

Written homework and reading to reinforce concepts and offer practice on job interviewing, public speaking, and interpersonal communication

Group practice using interpersonal communication skills such as paraphrasing and Assertion messages

Written exams to solidify learning on an individual basis, such as a final cumulative exam

Oral exams to solidify learning and skill development, sometimes with the instructor one on one, or in front of the class

IN-LAB HOUR BY ARRANGEMENT INSTRUCTIONAL METHODS

In-lab hour by arrangement instruction is completed in the Communication Studies Resource Center under supervision of Communication Studies faculty.

Videotaping and review of role-plays such as a role-play of a job interview or a professional presentation to become skillful through experience plus get feedback from the camera and peers

10. Representative Methods of Evaluation (Describe measurement of student progress toward course objectives. Courses with required writing component and/or problem-solving emphasis must reflect critical thinking component. If skills class, then applied skills.) Written homework to test knowledge of concepts such as information on the 7 factors that employers look for when interviewing a candidate

Written exams to test learning on an individual basis, such as a final cumulative exam for the course

Oral exams to test learning and skill development, such as an exam that tests the students’ ability to use paraphrasing and assertion messages

Videotaping evaluation to test proficiency in job interviewing and/or public speaking

Oral presentations to evaluate students’ progress in delivery, organization, and content

11. Representative Text Materials (With few exceptions, texts need to be current. Include publication dates.)


Prepared by: [Signature]

Email address: kramm@smccd.edu