

# Communication Skills Course Information

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## **I will do the following for you this year:**

1. Respect you as a young adult.
2. Treat you as a valuable part of our classroom.
3. Help you succeed in Communication Skills

## **I have the following expectations of you:**

1. Respect others because it will build your character.
2. Do your work because it will make you responsible.
3. Participate in class because it will make you a good citizen.

## **Course Description**

### ***1 Credit (One Semester) Prerequisite: English 11 or AP Literature and Composition***

Students will learn to utilize reading, writing, speaking, and listening as methods of exploring and evaluating technological advances in trades and industry. Students will adapt communication for different audiences, evaluate industry-related literature and compose basic business writing. This course is a class that is required for many vocational technical programs at DMACC including, but not limited to, Automotive Technology and Integrated Manufacturing Technology. Students may enroll in three DMACC credits, COM703 Communication Skills, upon successful completion for the programs listed above.

## **Our Activities:**

As stated in the description above, this course is concerned with communication in and around the workplace and industry. We will be writing, speaking, reading, and listening each day, improving our skills and expanding our capacity to communicate better. Your participation and attendance is an important part of your being able to meet the competencies listed below. We will spend some time on each of the following topics:

- The background principles for successful communication
- E-mailing and texting
- Business letters
- Creating effective visuals
- Report design and format
- Summarizing and annotating
- Creating fliers, brochures, and newsletters
- Writing exposition: description, definition, and process analysis

- The Job-seeking process
- Oral presentation
- Being part of an effective group
- Effective and productive discussion
- Writing proposals and longer reports

We will use as our text *Workplace Communications: The Basics* 5<sup>th</sup> edition by George J. Searles.

## Grading Scale

Our Grading Scale consists of 6 categories/competencies which are weighed as follows:

<b>Competency 1:</b> Employs Active Listening Techniques	10%
<b>Competency 2:</b> Public Speaking	10%
<b>Competency 3:</b> Effective Reading	20%
<b>Competency 4:</b> Effective Writing	40%
<b>Competency 5:</b> Small Group Work	10%
<b>Competency 6:</b> Employment Seeking Process	10%

The following building-wide uniform grading scale will be used. I will round a decimal to the nearest whole number.

A	93-100%
A-	90-92
B+	87-89
B	83-86
B-	80-82
C+	77-79
C	73-76
C-	70-72
D+	67-69
D	63-66
D-	60-62
F	59 and lower

Plagiarism or dishonesty on any assignment will result in a grade of zero on that assignment and we will fully comply with our building's policies on academic honesty and integrity. See your student handbook for any questions.

## Late Work and other items...

You should be responsible enough, by now, to notify me immediately if you are not able to complete the assigned work within the assigned deadline. There will only be deadlines for the entire class. If you or your group is late, I will take into consideration all factors, including whether or not you have contacted me and how long ago that contact was made, and may deduct

an appropriate amount of points. The class is expected to abide by all school and building policies regarding tardiness, absenteeism, discipline, and other issues as they arise.

### **Behavioral Expectations**

The work habits/behavior standards are for grades 6-12 courses in our district. These work habits/behavior standards will be reported throughout the semester and are as follows:

- Organization and Readiness
- Productivity and Accountability
- Collaboration Skills

For those of you accessing this document electronically, the work habits tool can be accessed [here](#). We will be using the following performance levels:

<b>Performance Levels for Work Habits/Behavior Standards</b>			
MS	PM	DM	NE
Meets Standard	Partially Meets Standard	Doesn't Meet Standard	No Evidence

These descriptors are intended for feedback and communication and do not impact a student's GPA.

**Des Moines Area Community College**  
**Course Information – EFFECTIVE Aug. 2006**  
**Acronym/Number COM 703 Historical Ref. ENGL 410**  
**Title Communication Skills**  
**Credit Breakout 3**

During this course, the student will be expected to:

**COURSE COMPETENCIES:**

**1. Apply active listening techniques**

- 1.1 List the five stages of listening
- 1.2 Identify the different purpose for listening (gain information, empathy, critical listening, etc.) as they relate to workplace situations
- 1.3 Explain the differences between active and passive listening
- 1.4 Choose effective response strategies for a variety of workplace situations.

**2. Create oral presentations of work-related topics using effective public speaking skills**

- 2.1 Explain the different strategies for upward, horizontal, and outward communication
- 2.2 Apply speaking skills appropriate to workplace audience and purpose
- 2.3 Use words, pronunciation, and grammar which are understood by and do not alienate others
- 2.4 Practice presenting information in several oral formats (impromptu, small group, individual oral presentation) using effective organizational and speaking techniques
- 2.5 Identify the purpose and function of visual aids
- 2.6 Demonstrate appropriate use of visual aids when giving an oral presentation

**3. Analyze Reading Skills**

- 3.1 Differentiate the various purpose and strategies for reading (scanning, skimming, reading for detail, evaluating, etc.)
- 3.2 Select a variety of literature in the student's chosen field
- 3.3 Find information for a work-related concern
- 3.4 Review methods of making reading time more productive through the use of study methods, such as SQ3R
- 3.5 Illustrate understanding of content through writing effective paraphrases and summaries
- 3.6 Summarize work-related literature, appropriate for a particular audience

**4. Produce written communication for business and/or technical writing**

- 4.1 Analyze different target audiences for specific purposes
- 4.2 Determine the anticipated audience appropriate to context
- 4.3 State the purpose of a message quickly and clearly
- 4.4 Choose appropriate editing and proofreading strategies for business and/or technical writing
- 4.5 Examine the impact that visual presentation of written material can have on an audience, including the use of visual aids, such as charts, graphs, drawings or maps

**5. Produce projects collaboratively by working in groups and dyads**

- 5.1 Distinguish between reasons for groups to meet

- 5.2 Characterize what is meant by communication climate and strategies for creating positive communication climates
- 5.3 Demonstrate the basic principles of interpersonal communication
- 5.4 Categorize different types of conflicts
- 5.5 Determine different types of conflict resolution strategies
- 5.6 Differentiate the most appropriate time to use each strategy

**6. Evaluate the employment-seeking process as applicable to programs**

- 6.1 Demonstrate an understanding of the current trends in the job market and how they affect the employment-seeking process
- 6.2 Produce an easy-to-skim format for resumes and application letters
- 6.3 Review appropriate dress and behavior for a job interview
- 6.4 Practice interviews for jobs
- 6.5 Critique interviews for jobs