EMP 313B: NEW WORLD OF WORK SKILLS: COMMUNICATION EFFECTIVENESS

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Co-Contributor(s)

Name(s)

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Justification / Rationale
Reduce class size due to short-term course offering.

Effective Term
Fall 2022

Credit Status
Noncredit

Subject
EMP - Employability Skills

Course Number
313B

Full Course Title
New World of Work Skills: Communication Effectiveness

Short Title
EFFECTIVE COMMUNICATION

Discipline

Disciplines List

ALL DISCIPLINES

Modality
Face-to-Face
100% Online
Hybrid

Catalog Description
Develop or improve your Communication strength in the workplace by understanding appropriate content and professional delivery; learning to use technology tools like PowerPoint effectively; recognizing where and how social media is appropriate for the workplace; learning tools for effective listening and appropriate body-language.

Schedule Description
Develop or improve your Communication skills in the workplace to improve effectiveness of oral and written presentations. Prerequisite: EMP 313A

Non-credit Hours
12

Lecture Units
0

Lab Units
0

In-class Hours
4

Out-of-class Hours
8

Total Course Units
0

Total Semester Hours
12

Override Description
Noncredit course.

Prerequisite Course(s)
EMP 313A

Required Text and Other Instructional Materials

Resource Type
Web/Other

Open Educational Resource
Yes

Year
2018

Description
New World of Work Instructional Materials available through Linked Learning/New World of Work.

Class Size Maximum
20

Entrance Skills
Recognize appropriate content for the workplace.

Requisite Course Objectives
EMP 313A-Recognize appropriate content for the workplace.

Entrance Skills
Develop professional delivery manner and techniques.

Requisite Course Objectives
EMP 313A-Develop professional delivery manner and techniques to improve workplace effectiveness.

Entrance Skills
Recognize issues with social media in the workplace.

Requisite Course Objectives
EMP 313A-Recognize issues with social media in the workplace.

Entrance Skills
Understand non-verbal communication and body-language.

Requisite Course Objectives
EMP 313A-Understand non-verbal communication and body-language.

Course Content

1. Appropriate communication content for the workplace.
2. Effective and professional presentation.
3. Body language and non-verbal communication.
4. Attentive listening.
5. Social Media.
6. Spelling and grammar.
7. Style and color.
8. Self-assessment and improvement plan.

Course Objectives

	Objectives
Objective 1	Recognize styles and techniques that improve the effectiveness of communication.
Objective 2	Develop professional delivery manner and techniques to improve workplace effectiveness.
Objective 3	Recognize issues with social media in the workplace.
Objective 4	Understand non-verbal communication and body-language.
Objective 5	Create a plan for improving personal effectiveness.

Student Learning Outcomes

	Upon satisfactory completion of this course, students will be able to:
Outcome 1	Demonstrate professional and effective communication skills, including awareness of non-verbal communication and body language, color and style.

Methods of Instruction

Method	Please provide a description or examples of how each instructional method will be used in this course.
Discussion	In class discussion and/or online Canvas discussions on effective communication and non-verbal communication.
Collaborative/Team	Creation of cooperative learning tasks such as a small group or paired activities to evaluate effective communication.
Technology-based instruction	Use of learning materials available on the web, including "What Not To Do" videos.
Lecture	Presentation of workplace communication basics, presentation skills, listening skills and awareness of non-verbal communication.
Self-exploration	Survey at end of class compared to survey from prerequisite to analyze areas improved and areas of challenge.

Methods of Evaluation

Method	Please provide a description or examples of how each evaluation method will be used in this course.	Type of Assignment
College level or pre-collegiate essays	Writing Assignments completed out-of-class analyzing "What Not To Do" videos presented in class.	In and Out of Class
Student participation/contribution	Class discussion and questions on prerequisite course survey and on assigned readings.	In Class Only
Self/peer assessment and portfolio evaluation	Self analysis of life experiences in verbal and non-verbal communication; presented during in-class discussions and in out-of-class written assignments.	In and Out of Class
Group activity participation/observation	Activity based analysis of videos and reading materials as applied to workplace communication.	In Class Only

| Presentations/student demonstration observations | Presentations on the development of academic and workplace goals for improved workplace communication. | In Class Only |
| Other | Out-of-class assignments will be tracked through the Learning Management System. | Out of Class Only |

Assignments

Other In-class Assignments
1. Individual or group projects designed to identify and apply effective communication principles.
2. Online research and activities designed to expand knowledge of effective communication techniques.
3. Case studies designed to identify what constitutes effective communication and how communication style affects the workplace.
4. Online individual, small group, or paired presentations designed to identify and apply effective communication tools and techniques.
5. End of semester survey to identify self-awareness of strengths and weaknesses.

Other Out-of-class Assignments
1. Students are expected to spend a minimum of eight hours on outside assignments which include a variety of video resources, self analysis of life experiences, and development of academic and workplace goals.

Grade Methods
Pass/No Pass Only

Distance Education Checklist

Include the percentage of online and on-campus instruction you anticipate.

Online %
100

Instructional Materials and Resources

If you use any other technologies in addition to the college LMS, what other technologies will you use and how are you ensuring student data security?
New World of Work materials are maintained by Shasta College and made available to faculty and students through Linked In Learning which requires password access.

If used, explain how specific materials and resources outside the LMS will be used to enhance student learning.
New World of Work materials have been developed at the state level in collaboration with industry and vetted as appropriate to enhance the learning experience.

Effective Student/Faculty Contact

Which of the following methods of regular, timely, and effective student/faculty contact will be used in this course?

Within Course Management System:
Discussion forums with substantive instructor participation
Online quizzes and examinations
Private messages
Regular virtual office hours
Timely feedback and return of student work as specified in the syllabus
Video or audio feedback
Weekly announcements

External to Course Management System:
Direct e-mail
Posted audio/video (including YouTube, 3cmediasolutions, etc.)

For hybrid courses:
Scheduled Face-to-Face group or individual meetings

Briefly discuss how the selected strategies above will be used to maintain Regular Effective Contact in the course.

This class will be taught either online or as a hybrid via Canvas. Instructors will use asynchronous text and video messages to interact with the students. Also, discussions boards, constant announcements will be used. Zoom virtual office hours with screen sharing and interaction capabilities will be available.

If interacting with students outside the LMS, explain how additional interactions with students outside the LMS will enhance student learning.

Canvas is used for external interaction as well.

Other Information

Provide any other relevant information that will help the Curriculum Committee assess the viability of offering this course in an online or hybrid modality.

All materials for the course are web-based so online and/or hybrid modality is appropriate.

MIS Course Data

CIP Code

32.0105 - Job-Seeking/Changing Skills.

TOP Code

051800 - Customer Service

SAM Code

D - Possibly Occupational

Basic Skills Status

Not Basic Skills

Prior College Level

Not applicable

Cooperative Work Experience

Not a Coop Course

Course Classification Status

Workforce Prep Enhanced Funding

Approved Special Class

Not special class

Noncredit Category

Workforce Preparation

Funding Agency Category

Not Applicable

Program Status

Program Applicable

Transfer Status

Not transferable

Allow Audit

No

Repeatability

Yes

Repeatability Limit

NC

Repeat Type

Noncredit

Justification

Non-credit courses are repeatable until the student has achieved the knowledge and skills required to achieve the objectives and outcomes of the course.

Materials Fee

No

Additional Fees?

No

Approvals

Curriculum Committee Approval Date

05/03/2022

Academic Senate Approval Date

05/12/2022

Board of Trustees Approval Date

05/20/2022

Chancellor's Office Approval Date

05/20/2022

Course Control Number

CCC000611570

Programs referencing this course

New World of Work Communication on the Job Certificate of Completion (http://catalog.collegeofthedesert.eduundefined/?key=262)
Construction Technology Career Preparation Certificate of Completion (http://catalog.collegeofthedesert.eduundefined/?key=292)
Culinary Career Introduction Certificate of Completion (http://catalog.collegeofthedesert.eduundefined/?key=297)
Automotive Oil Change Certificate of Completion (http://catalog.collegeofthedesert.eduundefined/?key=325)