COURSE OUTLINE

Speech 107
Career Communication

Catalog Statement

SPCH 107 is an introductory course focusing on effective oral communication in the workplace. Emphasis is placed on examining both theoretical and practical essentials of effective business and professional communication – from preparation and presentation to efficacious observation and analysis. The course focuses on developing skills in the areas of language, listening, verbal and nonverbal behaviors, interviewing, informative and persuasive presentations, conflict management, group problem solving, and cross cultural communication in the workplace. Speech 107 deals with the specific challenges associated with oral communication in a career setting. The course is designed for students of all majors- not only those seeking a career in business.

Total Lecture Units: 3.0
Total Laboratory Units: 0.0
Total Course Units: 3.0

Total Lecture Hours: 48.0
Total Laboratory Hours: 0.0
Total Laboratory Hours To Be Arranged: 0.0
Total Faculty Contact Hours: 48.0

Recommended Preparation: Eligibility for ENGL 101. ESL students should also have completed ESL 155.

Course Entry Expectations

Prior to enrolling in the course, the student should be able to:

- organize and write thesis-based essays which meet the standards for English 101 entrance;
- use organized, detailed examples, facts, logical explanations, and other appropriate support for thesis statements;
- critically analyze selected works that deal with important contemporary issues;
- summarize, analyze and synthesize information, express and apply standards for judgment, compare and contrast, and evaluate evidence in order to form and state reasoned opinions;
- gather and organize information through library research;
- demonstrate a command of grammar, diction, syntax and mechanics sufficient for English 101 entrance: communicating (both orally and in writing) in standard English, with few major errors in grammar and punctuation;
• critically evaluate classroom presentations and analyze the validity of their academic content;
• select and participate in modes of presentation and discussion appropriate for a given academic topic;
• apply knowledge of culture-appropriate presentation style, using effective body language and appropriate level of language.

Course Exit Standards

Upon successful completion of the required coursework, the student will be able to:
• explain how the formal and informal structures of an organization affect workplace communication;
• describe the role that personal and group identities play in workplace communication (e.g. personality, culture, gender);
• prepare, practice and present various oral presentations in an ethical manner (e.g. interview, informative presentation, persuasive presentation, group presentation);
• demonstrate the ability to work cooperatively in interpersonal and small group settings to successfully accomplish tasks;
• demonstrate the ability to prepare a business presentation;
• identify potential conflicts concerning oral communication in the workplace within various contexts.

Course Content

Total Faculty Contact Hours = 48.0

Introduction to Communication (6 hours)
  Orientation and overview of communication theory
  Definitions (e.g. communication process models)
  Types and levels of communication
  Models, contexts and variables of oral communication
  Ethical considerations in oral communication

Fundamentals of Career Communication (12 hours)
  Business and professional communication
    Oral communication and career success
  Settings and functions of workplace communication
    Communication in the Information Age
      Reasons for communication failure
        Interactive listening
          Importance of listening
          Assumptions about listening
          Barriers to effective listening
            Environmental
            Physiological
            Psychological
  Formal and informal communication networks
    Networking
  Organizational culture and communication climate
Verbal and nonverbal communication channels
  Clarity and ambiguity
  Inflammatory language
  Feminine and masculine language use
  Types of nonverbal communication

Intercultural Communication (**6 hours**)
  The nature of culture
  Intercultural social realities
  Intercultural perspectives
  Intercultural conflicts
  Intercultural communication variables
    Communication in a diverse society
      Race and ethnicity
      Social class
      Generational and regional differences
      Customs and behaviors
      Disabilities

Interpersonal and Small Group Communication (**12 hours**)
  Job interviewing types and skills
    Job interviewing strategies
    Types of research
    Obligations of the interviewer
    Obligations of the interviewee
    The empowering interview
  Group functioning in the workplace
    Leading and working in teams
    Types of leadership
    Strengths and liabilities
  Meeting management
    Enhancing the communication climate
    Decision-making process
    Dealing with difficult people and situations
      Bullying
      Sexual harassment
    Handling conflicts productively
  Negotiating and problem solving

Presentational Speaking (**12 hours**)
  Types and functions of presentational speaking
  Strategic planning of the presentation
    Analyzing your audience
    Analyzing yourself
    Developing a thesis
  Organizing the presentation
    Verbal and visual support
      Citing sources
      Presentation aids
  Delivery
Impromptu presentations  
Individual presentations  
  Informative presentations  
  Persuasive presentations  
Group presentations

**Methods of Instruction**

The following methods of instruction may be used in this course:
- classroom lecture and discussion;
- collaborative learning;
educational technologies including word processing, Internet, and electronic presentation

**Out of Class Assignments**

The following out of class assignments may be used in this course:
- essays that respond, explain, analyze, argue, and/or evaluate a communication principle (e.g. Ask students to utilize the Myers-Briggs Type Indicators (MBTI) as a tool of reference and write an essay about the type of personality that would be most likely to make decisions based on logic and reason, avoiding the influence of emotions, values, and attitudes.);
- reading assignments from textbooks and/or journal articles;
- journaling (e.g. Ask students to comment on the form of communication they find to be the most challenging of the four types of communication most commonly used in the workplace and to explain or narrate a situation in their past that highlights this challenge.).

**Methods of Evaluation**

- The following methods of evaluation may be used in this course:
- discussions and active participation in group activities;
- oral presentations;
- oral and written assignments of sufficient length and complexity to require students to demonstrate independent research, organization, critical thinking and communication skills;
- quizzes;
- comprehensive final exam.

**Textbooks**

12th Grade Reading Level. ISBN-13: 9780078036804

12th Grade Reading Level. ISBN-13: 978-1452217628
Student Learning Outcomes

Upon successful completion of the required coursework, the student will be able to:

- identify the theoretical and practical essentials of oral communication in the workplace;
- solve workplace challenges by analyzing problems and developing solutions;
- demonstrate the ability to prepare and deliver various types of oral presentations in the workplace.