

### Course Outline

**COURSE:** AH 291A                      **DIVISION:** 50                      **ALSO LISTED AS:** AH 191A, BOT 191A,  
BOT 291A, CD 191A, CD 291A, COS 191A, COS 291A, GUID 191A, GUID 291A

**TERM EFFECTIVE:** Spring 2021

**CURRICULUM APPROVAL DATE:** 6/8/2021

**SHORT TITLE:** POWER SKILLS WORKPLACE

**LONG TITLE:** Power Skills for the Workplace

<u>Units</u>	<u>Number of Weeks</u>	<u>Type</u>	<u>Contact Hours/Week</u>	<u>Total Contact Hours</u>
1	18	Lecture:	1	18
		Lab:	0	0
		Other:	0	0
		Total:	1	18

#### **COURSE DESCRIPTION:**

Power Skills for the Workplace teaches skills vital to workplace success. The topic for 291A is Interpersonal Communication. Need not be taken in sequence. This is a pass/no pass course. Course was previously listed as 191A.

**PREREQUISITES:**

**COREQUISITES:**

**CREDIT STATUS:** D - Credit - Degree Applicable

**GRADING MODES**

P - Pass/No Pass

**REPEATABILITY:** N - Course may not be repeated

**SCHEDULE TYPES:**

02 - Lecture and/or discussion

05 - Hybrid

71 - Dist. Ed Internet Simultaneous

72 - Dist. Ed Internet Delayed

## **STUDENT LEARNING OUTCOMES:**

By the end of this course, a student should:

1. Compare and contrast three different styles of interpersonal communication.
2. Examine listening skills, including listing three methods of active listening and four roadblocks to good listening.

## **CONTENT, STUDENT PERFORMANCE OBJECTIVES, OUT-OF-CLASS ASSIGNMENTS**

Curriculum Approval Date: 6/8/2021

### **3 HOURS**

Content: Introduction to Interpersonal Communication. Identify the four basic personality types. Identifying your personality style.

Student Performance Objectives: Identify the four basic personality types. Identify their primary and secondary personality style. List personality styles useful in particular professions.

### **3 HOURS**

Content: How to adapt to different people and styles. How to build trust with other people and other styles. Observing body language and speech in others and yourself.

Student Performance Objectives: List methods to adapt to different people and styles. List methods to build trust with other people and other styles. Interpret body language.

### **3 HOURS**

Content: Starting hard conversations. Words to use and avoid. Stating your feelings. Words to use and avoid. Feelings and body language, a crucial connection. How to involve the other person.

Student Performance Objectives: List methods to start hard conversations. Identify good and bad ways to state feelings. Describe four methods to involve the other person.

### **3 HOURS**

Content: Active listening introduction. Using more than your ears. Simple signals and body language in active listening. Comparing facts and feelings while listening.

Student Performance Objectives: Explain and use active listening. List ways to use body language signals for active listening. List ways to demonstrate active listening.

### **2 HOURS**

Content: Methods to help active listening: signals, mirroring, and paraphrasing. Roadblocks to good listening. Handling poor listening. Using active listening to understand directions.

Student Performance Objectives: Demonstrate active listening, mirroring, and paraphrasing. List ways to avoid roadblocks to good listening. Demonstrate active listening techniques when receiving directions.

### **2 HOURS**

Content: Listening blockers. Dealing with conflict. Handling insults: baseballs (minor insults) or bullets. Deflecting baseballs and bullets (serious insults). How to stay calm in conflict. Getting agreements.

Student Performance Objectives: List examples of listening blockers and how to handle conflicts. Identify and handle baseballs and bullets when listening. List ways to stay calm in conflict.

### **2 HOURS**

Final exam.

**METHODS OF INSTRUCTION:**

Lecture, AV presentation, theoretical and skills evaluation, quizzes/exams.

**METHODS OF EVALUATION:**

Writing assignments

Percent of total grade: 25.00 %

Writing assignments: 20% - 40% Written homework, Reading reports, Lab reports, Other: SKILLS

Problem-solving assignments

Percent of total grade: 25.00 %

Problem-solving demonstrations: 20% - 45% Homework problems, Field work, Quizzes, Exams

Skill demonstrations

Percent of total grade: 25.00 %

Skill demonstrations: 20% - 45% Class performance, Field work, Performance exams

Objective examinations

Percent of total grade: 25.00 %

Objective examinations: 20% - 45% Multiple Choice, True/False, Matching Items, Completion

**OUT OF CLASS ASSIGNMENTS:**

Required Outside Hours: 6

Assignment Description: Complete reading and workbook exercise assignments. Homework: List reasons good communication is necessary for employment. Find examples of the different personality types in people you know. List professions where particular personality styles are common or useful. Identify your primary and secondary personality style.

Required Outside Hours: 6

Assignment Description: Complete reading and workbook exercise assignments. Homework: List ways to adapt to people with different personality styles. List good ways to build trust and ways that will reduce trust. List 6 signs that the other person is agreeing or disagreeing with your statement. Observe your own body language when talking to others.

Required Outside Hours: 6

Assignment Description: Complete reading and workbook exercise assignments. Homework: List five steps to starting hard conversations. List two words that will often cause trouble in hard conversations. List ways to get the other person involved in the problem.

Required Outside Hours: 6

Assignment Description: Complete reading and workbook exercise assignments. Homework: Identify ways to use more than your ears when doing active listening. List examples of facts, feelings, or both while listening. List ways that people show active listening.

Required Outside Hours: 6

Assignment Description: Complete reading and workbook exercise assignments. Homework: Provide examples of signals, mirroring, and paraphrasing for good listening. List 4 roadblocks to good listening. List 5 ways to handling poor listening. Give four examples of how active listening can clarify directions.

Required Outside Hours: 6

Assignment Description: Complete reading and workbook exercise assignments. Homework: Provide 4 examples of listening blockers. Provide 4 conflict situations and a way to deal with each. Give examples of four baseballs and methods to handle them. Give examples of four bullets and methods to handle them.

**REPRESENTATIVE TEXTBOOKS:**

Donaldson, Cindy and Farley, Dan. Communicating in the Workplace. Palo Alto, CA: Work Skills Associates, 2020.

ISBN: 13: 978-0966086928

Reading Level of Text, Grade: 11th Verified by: MS Word

**ARTICULATION and CERTIFICATE INFORMATION**

Associate Degree:

CSU GE:

IGETC:

CSU TRANSFER:

Not Transferable

UC TRANSFER:

Not Transferable

**SUPPLEMENTAL DATA:**

Basic Skills: N

Classification: Y

Noncredit Category: Y

Cooperative Education:

Program Status: 2 Stand-alone

Special Class Status: N

CAN:

CAN Sequence:

CSU Crosswalk Course Department:

CSU Crosswalk Course Number:

Prior to College Level: Y

Non Credit Enhanced Funding: N

Funding Agency Code: Y

In-Service: N

Occupational Course: D

Maximum Hours: 1

Minimum Hours: 1

Course Control Number: CCC000587635

Sports/Physical Education Course: N

Taxonomy of Program: 123010