

Course Outline

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

TERM EFFECTIVE: Fall 2020 CURRICULUM APPROVAL DATE: 06/09/2020

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.

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:

1. Compare and contrast three different styles of interpersonal communication.

Measure of assessment: test, homework

Year assessed, or planned year of assessment: 2018

Semester: Spring

2. Examine listening skills, including listing three methods of active listening and four roadblocks to good listening.

Measure of assessment: homework, test, demonstration

Year assessed, or planned year of assessment: 2018

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

Curriculum Approval Date: 06/09/2020

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.

3 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

METHODS OF INSTRUCTION:

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

OUT OF CLASS ASSIGNMENTS:

Required Outside Hours: 6

Assignment Description: Complete reading and workbook exercise assignments. Study for exams.

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. Study for exams.

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. Study for exams.

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. Study for exams.

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. Study for exams.

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: 4

Assignment Description: Complete reading and workbook exercise assignments. Study for exams.

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.

METHODS OF EVALUATION:

Writing assignments

Percent of total grade: 25.00 %

20% - 40% Written homework; Reading reports; Lab reports; Other: SKILLS

Problem-solving assignments

Percent of total grade: 25.00 %

20% - 45% Class performance; Field work; Performance exams

Skill demonstrations

Percent of total grade: 25.00 %

20% - 45% Class performance; Field work; Performance exams

Objective examinations

Percent of total grade: 25.00 %

20% - 45% Multiple Choice; True/False; Matching Items; Completion

REPRESENTATIVE TEXTBOOKS:

Required Representative Textbooks

Donaldson, Cindy and Farley, Dan. Communicating in the Workplace. Palo Alto, CA: Work Skills Associates, 2014.

ISBN: 13: 9780966086928

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: CCC000186780

Sports/Physical Education Course: N

Taxonomy of Program: 300700