

## Syllabus for WORK 222 – Communication in the Workplace

### Course Information

Semester & Year: Spring 2022

Course ID & Section #: WORK 222, E3171

Instructor's name: Aaron Reiher

Location: HCCF, Eureka

Number of units: 0 (This is a non-credit course)

### Instructor Contact Information

Phone number: 707-476-4500

Email address: aaron-reiher@redwoods.edu

### Catalog Description

A study of the key elements of communication within business organizations. Topics will include verbal and nonverbal communication, listening skills and specific workplace communication skills, including telephone and e-mail communication.

### Course Student Learning Outcomes

1. Describe the communication process.
2. Demonstrate various methods of communication (e.g. nonverbal, spoken, email, and telephone).
3. Distinguish between the various obstacles to effective communication.
4. Experiment with and apply different effective listening techniques.

### Prerequisites/co-requisites/ recommended preparation

None

### Evaluation & Grading Policy

Students do not receive letter grades in non-credit courses. Any student who participates in the course will receive a grade of "satisfactory."

### Accessibility

College of the Redwoods is committed to making reasonable accommodations for qualified students with disabilities. If you have a disability or believe you might benefit from disability-related services and accommodations, please contact your instructor or [Disability Services and Programs for Students \(DSPS\)](#). Students may make requests for alternative media by contacting DSPS based on their campus location:

- Eureka: 707-476-4280, student services building, 1<sup>st</sup> floor
- Del Norte: 707-465-2324, main building near library
- Klamath-Trinity: 530-625-4821 Ext 103

If you are taking online classes DSPS will email approved accommodations for distance education classes to your instructor. In the case of face-to-face instruction, please present your written accommodation request to your instructor at least one week before the needed accommodation so that necessary arrangements can be made. Last minute arrangements or post-test adjustments usually cannot be accommodated.

### Student feedback policy

For coursework that is submitted on-time, the instructor will provide feedback within two weeks of the assignment due date through a correspondence feedback form.

## **Class participation and Attendance policy**

**Participation:** Participation is the key to success in this course. Participation means completing assigned reading and weekly homework assignments.

**Attendance:** Attendance will be based on the completed work you turn in each week. If you adequately completed the written assignments for the week you will receive attendance credit for the week. If you copy another students' answers, neither of you will get credit.

## **Class Schedule**

This course runs from Jan. 15 to Feb. 4, 2022

This is a correspondence course, which means you can complete the coursework at whatever time is most convenient for you during the week. Consider developing a routine of specific days/times each week when you do your coursework.

Expect that you will spend about 6.5 hours each week on this class.

You will receive a weekly course packet at the beginning of each week, and the course packet must be turned in by Sunday of each week. You may not get credit for coursework turned-in late.

## **Class Content**

We will cover the following course outcomes and concepts:

### **Course Objectives**

1. Define communication.
2. Identify various forms of communication and which forms are appropriate for different workplace situations.
3. Describe the elements of the communication process.
4. Emphasize the importance of clear, effective, positive communication in the workplace.
5. Discuss how communication breaks down, and how breakdowns in communication can be avoided.
6. Distinguish between the different styles of communication, and identify one's own style.
7. Improve listening skills by learning and applying active listening techniques.
8. Identify and analyze barriers to effective communication in the workplace.
9. Discuss various aspects of non-verbal communication including body language and eye contact, as well as what can be signaled through placement of objects, personal space, and time signals such as being early or late to an appointment.
10. Compare positive and negative communication styles.
11. Discuss phone, email, messaging, and social media communication etiquette.

### **CONCEPTS**

1. Listening skills can be developed.
2. Communication barriers can be overcome.
3. Speaking positively will make someone more productive and valuable in the workplace.
4. Verbal communication skills are developed with intentional development and practice.
5. Body language is equally important to spoken language.
6. Email and telephone skills are essential in many jobs.

### **THEMES & ISSUES**

1. Effective communication is challenging.
2. Effective communication is essential to success in the workplace.
3. Barriers to effective communication.
4. Identifying non-verbal signals.

5. Learning to become a better listener.

**SKILLS**

1. Read and understand texts focused on communication in the workplace.
2. Select appropriate methods and forms of communication based on the situation requiring communication.
3. Recognize causes of miscommunication.
4. Communicate with people of varying communication styles.
5. Observe non-verbal communication signals.