

Spring 2026

# College of the Redwoods



## Course Information

Semester & Year: Spring 2026

Course ID & Section #number: WORK 222 E1245

Instructor's name: Mark Goldhawk, LMFT, CAMC

Day/Time of required meetings: Tuesday afternoons, 3:30-5:00PM

Location: Downtown Campus

Course units: This is a non-credit class



## Instructor Contact Information

Office location or Online: Downtown Campus (DT)

Office hours: by appointment

Phone number: Downtown office 707-476-4500



address: [Mark-Goldhawk@Redwoods.edu](mailto:Mark-Goldhawk@Redwoods.edu) (<mailto:Mark-Goldhawk@Redwoods.edu>)

Response time: within 48 hours





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## Required Material

No required material. Handouts, if used, will be handed out in class.



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## Catalog Description

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



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## Course Student Learning Outcomes

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



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## Course Calendar



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## Evaluation & Grading Policy



Students will be deemed to be making satisfactory progress by attending class and participating in the work. Grades are listed shortly after the end of the semester in transcripts as "S" for satisfactory grade.



## Prerequisites / Co-requisites / Recommended Preparation



None.



## Educational Accessibility & Support

College of the Redwoods is committed to providing reasonable accommodations for qualified students who could benefit from additional educational support and services. You may qualify if you have a physical, mental, sensory, or intellectual condition which causes you to struggle academically, including but not limited to:

- Mental health conditions such as depression, anxiety, PTSD, or bipolar disorder
- Common ailments such as arthritis, asthma, diabetes, autoimmune disorders and diseases
- Temporary impairments such as a broken bone, recovery from significant surgery, or a pregnancy-related disability
- Neurodevelopmental disorders such as a learning disability, intellectual disability, autism, acquired brain injury, or ADHD
- Vision, hearing, or mobility conditions

Available services include extended test time, quiet testing environments, academic assistance and tutoring through the [LIGHT Center](https://www.redwoods.edu/services/sass/light.php) , [\(<https://www.redwoods.edu/services/sass/light.php>\)](https://www.redwoods.edu/services/sass/light.php), counseling and advising, alternate formats of course materials (e.g. audio books or E-texts), assistive technology, learning disability assessments, approval for personal attendants, interpreters, priority registration, on-campus transportation, adaptive physical education and living skills courses, and more. If you believe you might benefit from disability- or health-related services and accommodations, please contact [Student Accessibility Support Services \(SASS\)](https://www.redwoods.edu/services/sass/index.php) , [\(<https://www.redwoods.edu/services/sass/index.php>\)](https://www.redwoods.edu/services/sass/index.php).

 If you are unsure whether you qualify, please contact SASS for a consultation:  
[SASS@redwoods.edu](mailto:SASS@redwoods.edu) (<mailto:SASS@redwoods.edu>)



## SASS office locations and phone numbers

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### Eureka campus

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- Phone: 707-476-4280,
- Locations: Student Services building, first floor SS113

### Del Norte campus

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- Phone: 707-465-2353
- Location: Main building, near the Library



### Klamath-Trinity campus

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- 707-476-4280



## Disruptive Behavior

Student behavior or speech that disrupts the instructional setting will not be tolerated. Disruptive conduct may include, but is not limited to: unwarranted interruptions; failure to adhere to instructor's directions; vulgar or obscene language; slurs or other forms of intimidation; and physically or verbally abusive behavior. In such cases where the instructor determines that a student has disrupted the educational process, a disruptive student may be temporarily removed from class. In addition, the student may be reported to the Chief Student Services Officer or designee. Additional information about the rights and responsibilities of students, Board policies, and administrative procedures is located in the [2024-2025 College Catalog](https://redwoods.elumenapp.com/catalog/2024-2025/home)  (<https://redwoods.elumenapp.com/catalog/2024-2025/home>) and [CR Board and Administrative Policies](https://go.boarddocs.com/ca/redwoods/Board.nsf/Public?open&id=policies)  (<https://go.boarddocs.com/ca/redwoods/Board.nsf/Public?open&id=policies>).



## Inclusive Language in the Classroom

College of the Redwoods aspires to create a learning environment in which all people feel comfortable in contributing their perspectives to classroom discussions. It therefore encourages instructors and students to use language that is inclusive and respectful.

