SAN DIEGO COMMUNITY COLLEGE DISTRICT
CONTINUING EDUCATION
COURSE OUTLINE

SECTION I

SUBJECT AREA AND COURSE NUMBER

DSPS 625D

COURSE TITLE

COMMUNICATION ON THE JOB

TYPE COURSE

NON-FEE   DSPS

CATALOG COURSE DESCRIPTION

This course is designed for students with disabilities who want to learn how to improve communication skills that relate to employment. This course will include activities to enhance written and verbal communication skills including electronic communication, workplace behavior, and working with managers and supervisors. The course will also cover interview skills, interacting with peers and co-workers, and seeking assistance on the job. (FT)

LECTURE/LABORATORY HOURS

    54

ADVISORIES

LIFE MANAGEMENT/CAREER PREP OR EQUIVALENT

RECOMMENDED SKILL LEVEL

NONE

INSTITUTIONAL STUDENT LEARNING OUTCOMES

1. Social Responsibility
   SDCE students demonstrate interpersonal skills by learning and working cooperatively in a diverse environment.
2. Effective Communication
   SDCE students demonstrate effective communication skills.
3. Critical Thinking
   SDCE students critically process information, make decisions, and solve problems independently or cooperatively.

INSTITUTIONAL STUDENT LEARNING OUTCOMES (CONTINUED)

4. Personal and Professional Development
   SDCE students pursue short term and life-long learning goals, mastering necessary skills and using resource management and self-advocacy skills to cope with changing situations in their lives.

COURSE GOALS

1. Learn about appropriate electronic communication skills with telephones, cell phones, texting, email, Internet, and ways to deal with inappropriate electronic communication.
2. Learn basic workplace interpersonal skills.
3. Learn about interpersonal skills for employees.
4. Understand how to interview for a job.
5. Understand when and how to ask for assistance in the workplace.
6. Learn how to work independently and in a group as a team player.
7. Gain a basic understanding of the different types of workplace relationships.

COURSE OBJECTIVES

1. Demonstrate the ability to exhibit appropriate workplace communication in-person and electronically.
2. Demonstrate ability to respond to inappropriate electronic communication.
3. Display appropriate adult behavior when interacting with peers, staff, and/or co-workers.
4. Describe the importance of a good impression.
5. Demonstrate skills necessary for interviewing for a job.
6. Demonstrate ability and describe appropriate and inappropriate ways to communicate wants and needs.
7. Demonstrate ability to work independently and in a group as a team player.
8. Describe differences between friends, co-workers, and managers/supervisors.

SECTION II

COURSE CONTENT AND SCOPE

1. Types of Communication
   - 1.1. Electronic
       - 1.1.1. Email
       - 1.1.2. Texting
       - 1.1.3. Internet
   - 1.2. Written
       - 1.2.1. Correspondences
   - 1.3. Verbal
       - 1.3.1. In-person
       - 1.3.2. Written documents
           - 1.3.2.1. Applications
           - 1.3.2.2. Cover letters

COURSE CONTENT AND SCOPE (CONTINUED)

    1.4. Non-verbal
        1.4.1. Body language
        1.4.2. Facial expressions
2. Appropriate Versus Inappropriate Workplace Behavior
    2.1. With Co-workers
        2.1.1. Break room
            2.1.1.1. Conversations
            2.1.1.2. Behavior
        2.1.2. Work station
            2.1.2.1. Conversations
            2.1.2.2. Behavior
    2.2. Managers or supervisors
    2.3. Good manners and personal qualities
        2.3.1. Being polite
        2.3.2. Rudeness
        2.3.3. Gossip
        2.3.4. Good attitude versus bad attitude
3. Interviewing Skills
    3.1. Preparing for the interview
    3.2. Questions commonly asked during an interview
    3.3. Follow up communication
4. First Days on the Job
    4.1. Making a good first impression
    4.2. Managing time on the job
    4.3. Do's and don'ts of communication
5. Seeking Assistance on the Job
    5.1. When to seek assistance
    5.2. How to ask for assistance
    5.3. Who to ask for assistance
6. Working Relationships
    6.1. Working relationships versus co-workers
    6.2. Successful workplace communication versus unsuccessful workplace communication with co-workers
        6.2.1. Communicating needs/wants with co-workers
        6.2.2. Communicating needs/wants with supervisors/managers
    6.3. Learn to compromise
    6.4. Favorable traits and behaviors
    6.5. How to avoid problems with co-workers and the public
    6.6. Working as part of a team
        6.6.1. Definition of team
        6.6.2. Team dynamics
        6.6.3. Using personal strengths in teamwork

APPROPRIATE READINGS

Appropriate readings may include, but are not limited to, instructor written materials and materials designed for disabled students, instructor selected URLs, and publications related to the employment process.

WRITING ASSIGNMENTS

Typical writing assignments may include, but are not limited to, preparing text for assigned projects, individual worksheets or workbooks, form completions, creative writing and journaling, personal correspondence, and letter or speech writing.

OUTSIDE ASSIGNMENTS

Outside assignments may include, but are not limited to, reading texts and reference resources; research as needed to complete projects; and organizing and preparing written information to assigned documents.

APPROPRIATE ASSIGNMENTS THAT DEMONSTRATE CRITICAL THINKING

Assignments which demonstrate critical thinking may include, but are not limited to, small and large group activities in problem solving, individual activities that require applying facts or information learned in class, and group presentations to display successful workplace communication.

EVALUATION

Students will be evaluated on the basis of: pre and post assessments, Student Learning Outcome assessments for the course, rubrics assessments, quizzes, instructor observation of in-class activities, journal entries, homework assignments, participation in class, and attendance.

METHOD OF INSTRUCTION

Methods of instruction may include, but are not limited to, group and individual instruction via lecture and/or discussion, laboratory, large and small group activities, videos and DVDs, role play, handouts and written exercises, audio-visual study aids, computer-aided instruction, guest speakers, and field trips. This course, or sections of this course, may be offered through distance education.

TEXTS AND SUPPLIES

Textbooks may include, but are not limited to:
Communicating in the Workplace, Thomas Cheesebro, Pearson Publishing, current edition

PREPARED BY: Krystle Taylor   DATE: March 22, 2017

REVISED BY: DATE:

Instructors must meet all requirements stated in Policy 3100 (Student Rights, Responsibilities and Administrative Due Process), and the Attendance Policy set forth in the Continuing Education Catalog.

<u>REFERENCES</u>:

San Diego Community College District Policy 3100
California Community Colleges, Title 5, Section 55002
Continuing Education Catalog