SECTION I

SUBJECT AREA AND COURSE NUMBER

SPEE 520

COURSE TITLE	ALTERNATE TITLE(S)
EFFECTIVE COMMUNICATIONS-OA	TIME MGT AND JOB COMMUNICATION
	COMMUNICATING W/ TECHNOLOGY 1
	COMMUNICATING W/ TECHNOLOGY 2

TYPE COURSE

NON-FEE

CATALOG COURSE DESCRIPTION

This course deals with interpersonal communication skills – verbal, non-verbal, and/or digital – required for meaningful dialogue at home, at work and during leisure time. It is designed for all individuals who wish to enhance their self-knowledge and develop more effective interpersonal communication skills. (FT)

LECTURE/LABORATORY HOURS

108

ADVISORIES

NONE

RECOMMENDED SKILL LEVEL

Basic English reading, writing and conversational skills

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.
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

Achievement of the course objectives will help the student to:

1. Recognize, describe and develop various communication styles and processes.
2. Define verbal, nonverbal, and/or digital communications.
3. Develop proper and effective techniques when communicating in writing and speaking.
4. Improve conversation skills in one-to-one and/or group settings.
5. Develop and practice human communication skills, including skills in verbal, nonverbal, listening, critical thinking, public speaking and/or digital.
6. Identify barriers to communications and understand strategies to overcome barriers.
7. Improve and increase communication skills.

COURSE OBJECTIVES

Each student will demonstrate, through discussion, oral and/or written reports, knowledge of:

1. Techniques for "active listening".
2. Methods for asserting ones' ideas and feelings without interfering with the rights of others.
3. Presentation of information to a group in a logical and stimulating manner.
4. Introduction of self and others in courteous, effective, manner.
5. Techniques for conflict resolution and conversing on controversial subjects.
6. Practice in problem solving, using group consensus.
7. Critical thinking as demonstrated by factually based evaluations.
8. Demonstrate non-verbal and/or digital actions, which communicate ideas.

SECTION II

COURSE CONTENT AND SCOPE

1. Basic Communication Skills

   1.1. Self-image

   1.2. Self-awareness

   1.3. Appropriate and effective media for communicating

   1.4. Effective communication

      1.4.1. Verbal, non-verbal and/or digital

   1.5. Active listening and critical reading techniques

   1.6. Choice of topic
   1.7. Structure a message for effectiveness
      1.7.1.   Introduction, main points, useful transitions, and a conclusion
2. Etiquette and/or Netiquette
   2.1. Courteous behavior
   2.2. Communicate ethically
   2.3. Demonstrate credibility
      2.4.   Sensitivity to diversity
3. Controversy/Barriers
   3.1. Identify facts, issues and problems relevant to the topic
   3.2. Oral discourse
   3.3. Ideas and positions
   3.4. Effective and peaceful communication skills
   3.5. Emotional vs. logical arguments
   3.6. Freedom of expression
   3.7. Point of view
   3.8. Logical inferences and conclusions
   3.9. Misunderstandings
      3.9.1. Influence attitudes, behaviors, and actions
      3.9.2. Discrepancies between the speaker's verbal, nonverbal and/or digital messages
4. Self-Assertion
   4.1. Assert oneself without anger or malice
   4.2. Emotional expression
      4.2.1. Appropriateness
5. Social Skills

   5.1. Friendly conversation

      5.1.1. Starting a conversation

      5.1.2. Interpreting social situations

      5.1.3. Interacting positively
   5.2. Empathy
   5.3. Asking for help
   5.4. Offering help

COURSE CONTENT AND SCOPE (CONTINUED)

6. Group Cooperation and Participation
    6.1.   Recognize when it is appropriate to speak
    6.2.   Leadership of group discussions
    6.3.   Public speaking
        6.3.1. Design and delivery
    6.4. Employ language appropriate to the designated audience
7. Improve Speaking Skills
    7.1. Employ vocal variety in rate, pitch and intensity
    7.2. Articulate clearly
8. Communicating Intimately
    8.1.   Feelings and thoughts

APPROPRIATE READINGS

Reading assignment may include but are not limited to the following:

1. Text and publications related to effective communication
2. Instructor selected websites

WRITING ASSIGNMENTS

Writing assignments may include, but are not limited to, the following:

1. Create an outline of techniques for effective listening and communication skills
2. Develop planned and impromptu speeches for class demonstrations
3. Write a self-evaluation and improvement plan of communication skills.
4. Maintain a calendar of daily activities that focus on effective communication.

OUTSIDE ASSIGNMENTS

Outside assignments may include, but are not limited to, reading assignments, identifying and making adjustments and modifications to support retirement living and aging.

APPROPRIATE ASSIGNMENTS THAT DEMONSTRATE CRITICAL THINKING

Assignments which demonstrate critical thinking may include, but are not limited to, the following:
1. Demonstrating ability to observe and evaluate verbal, non-verbal and/or digital communication techniques being used on local community news stories, and present a verbal or written report of types of non-verbal communication observed and justification
2. Evaluating the current status of one's communication skills, formulating a list of goals to improve these skills and developing an action plan toward the achievement of desired goals.
3. Distinguishing between emotional and logical arguments and demonstrate ability to support arguments with relevant and adequate evidence.

EVALUATION

Students will be evaluated on mastery of skills by the group and the instructor through individual, peer or peer-group evaluation of each student's speech and/or other forms of communications. The instructor and group will evaluate the student's performance through oral and/or written observations, reports, journals, personal plan and degree of participation skills in class.

METHOD OF INSTRUCTION

Lectures and discussion of communication techniques will be provided by the instructor and students. Role playing with role reversals will be used to stimulate understanding. Guest speakers, films, and human relations activities will accompany some topics. Students will analyze communication skills and demonstrate their achievement through active participation on class projects. Field trips may be required.

This course, or sections of this course, may be offered through distance education.

TEXTS AND SUPPLIES

Communication and Aging, John F. Nussbaum and Loretta L. Pecchioni, Routledge Publishing, current edition.
Nonviolent Communication: A Language of Life: Life-Changing Tools for Healthy Relationships (Nonviolent Communication Guides), Marshall B. Rosenberg and Deepak Chopra, Puddle Dancer Press, current edition.
Effective Communication Skills: 7 Performance Habits in 7 Weeks of Highly Impactful Conversations - The Crucial Training Course for Successful People on Talking to Strangers In a Nonviolent Way, Jason Dyer, Independently published, current edition.
Communication Skills Training: A Practical Guide to Improving Your Social Intelligence, Presentation, Persuasion and Public Speaking, Ian Tuhovsky, CreateSpace Independent Publishing Platform, current edition.
Everyone Communicates, Few Connect: What the Most Effective People Do Differently, John C. Maxwell, Henry Arnold, John Maxwell, HarperCollins Leadership, current edition.

REPARED BY Sheila Shaw   DATE September, 1984

REVISED BY Instructional Services/SLO's Added   DATE January 24, 2014

REVISED BY Pat Mosteller   DATE December 5, 2018

REVISED BY Claudia Tornsaufer   DATE October 7, 2020____

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.

REFERENCES:

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