

PALOMAR COLLEGE
COURSE OUTLINE OF RECORD FOR
NONCREDIT COURSE

(Use this form only for Noncredit courses)

COURSE NUMBER AND TITLE: CSA 41 – Communication

MINIMUM NUMBER OF SEMESTER HOURS: 6.0

SCOPE OF COURSE:

Designed to introduce students to key elements of communication within business organizations. Topics will include verbal and nonverbal communication, listening skills, and specific supervisory communication skills.

SPECIFIC COURSE OBJECTIVES:

Upon completion of this course, the successful student will be able to:

1. Identify key elements of the communication process.
2. Apply various methods of communication.
3. Identify obstacles of effective communication.
4. Identify and apply effective listening skills.
5. Apply effective meeting facilitation principles.
6. Organize and give an effective business presentation.

CONTENT IN TERMS OF SPECIFIC BODY OF KNOWLEDGE:

- I. The Communication Process
 - A. Elements of communication
 - B. Facts about communication and listening
 - C. Methods of communication
 - D. Communicating in meetings
 - E. Supervisory communication skills
- II. Barriers to Effective Communication
 - A. Interpersonal and language barriers
 - B. Jargon
 - C. Perceptions of hierarchy and status
- III. Listening Skills
 - A. Time/space signals
 - B. Body/voice signals
 - C. Using the telephone effectively
- IV. Organizing and Giving Presentations
 - A. Body language
 - B. Using aids

1. Handouts
2. Using technology

MATERIALS REQUIRED: None.

TEXTS RECOMMENDED OR REQUIRED:

Andersen, Kristin and Ron Zemke. Delivering Knock Your Socks Off Service. New York: American Management Association, 1991.

INSTRUCTIONAL METHODOLOGY:

Check all that apply:

- lecture
 laboratory
 lecture-laboratory combination

DISTANCE LEARNING:

This course may be offered as a distance learning course and meets Title 5 regulations 55370, 55372, 55374, 55376, 55378, and 55380.

Yes _____ No X

If yes, check all that apply.

- _____ Television Course (Video one-way, e.g. ITV, video cassette, etc.)
_____ Online Course (Text one-way, e.g. newspaper, correspondence, electronic file, etc.)
_____ Two-Way Video Conferencing (Two-way interactive video and audio)
_____ One-Way Video Conferencing (One-way interactive video and two-way interactive audio)
_____ Computer Assisted Instruction (A specialized form of mediated instruction relying primarily on student access to information and prepared lessons or teaching materials through a computer terminal, but not under immediate supervision of a qualified instructor.)

METHODS OF DETERMINING WHETHER THE STATED OBJECTIVES HAVE BEEN MET BY STUDENTS:

Class Participation.

CONTACT PERSON: Mollie Smith

SIGNATURES ON FILE
