

# EMP 013: NEW WORLD OF WORK SKILLS: COMMUNICATION

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**Originator**

anahernandez

**Co-Contributor(s)****Name(s)**

Thompson, Brian

**Justification / Rationale**

Reduce class size due to short-term course offering.

**Effective Term**

Fall 2022

**Credit Status**

Credit - Degree Applicable

**Subject**

EMP - Employability Skills

**Course Number**

013

**Full Course Title**

New World of Work Skills: Communication

**Short Title**

COMMUNICATIONS

**Discipline****Disciplines List**

ALL DISCIPLINES

**Modality**

Face-to-Face

100% Online

Hybrid

**Catalog Description**

Develop or improve your Communication strength in the workplace by understanding appropriate content and professional delivery; learning to use technology tools like PowerPoint effectively; recognizing where and how social media is appropriate for the workplace; learning tools for effective listening and appropriate body-language.

**Schedule Description**

Develop or improve your Communication skills in the workplace.

**Lecture Units**

0.5

**Lecture Semester Hours**

9

**Lab Units**

0

**In-class Hours**

9

**Out-of-class Hours**

18

**Total Course Units**

0.5

**Total Semester Hours**

27

**Required Text and Other Instructional Materials**
**Resource Type**

Web/Other

**Open Educational Resource**

Yes

**Year**

2018

**Description**

New World of Work Instructional Materials available through Linked Learning/New World of Work.

**Class Size Maximum**

20

**Course Content**

1. Appropriate communication content for the workplace.
2. Effective and professional presentation.
3. Body language and non-verbal communication.
4. Attentive listening.
5. Social Media.
6. Spelling and grammar.

**Course Objectives**

	<b>Objectives</b>
Objective 1	Recognize appropriate content for the workplace.
Objective 2	Develop professional delivery manner and techniques to improve workplace effectiveness.
Objective 3	Recognize issues with social media in the workplace.
Objective 4	Understand non-verbal communication and body-language.

**Student Learning Outcomes**

	<b>Upon satisfactory completion of this course, students will be able to:</b>
Outcome 1	Demonstrate professional communication skills, including awareness of non-verbal communication and body language.

**Methods of Instruction**

<b>Method</b>	<b>Please provide a description or examples of how each instructional method will be used in this course.</b>
Discussion	In class discussion and/or online Canvas discussions on effective communication and non-verbal communication.
Collaborative/Team	Creation of cooperative learning tasks such as a small group or paired activities to evaluate communication styles and methods.
Technology-based instruction	Use of learning materials available on the web, including "What Not To Do" videos.
Lecture	Presentation of workplace communication basics, presentation skills, listening skills and awareness of non-verbal communication.

Self-exploration

Survey at beginning and end of class and analysis of personal communication strengths, weaknesses and habits that could be changed.

### Methods of Evaluation

Method	Please provide a description or examples of how each evaluation method will be used in this course.	Type of Assignment
College level or pre-collegiate essays	Writing assignments completed out-of-class analyzing "What Not to Do" videos presented in-class.	In and Out of Class
Student participation/contribution	Class discussion and questions on beginning of class survey results and assigned readings.	In Class Only
Self/peer assessment and portfolio evaluation	Surveys at beginning and end of class; self-analysis of life experiences in verbal and non-verbal communication presented at in-class discussions and in out-of-class written assignments.	In and Out of Class
Group activity participation/observation	Activity based analysis of videos and reading materials as applied to the workplace communication.	In Class Only
Presentations/student demonstration observations	Presentations on development of academic and workplace goals for improved workplace communication.	In Class Only

### Assignments

#### Other In-class Assignments

1. Beginning of semester survey to determine current Awareness of Communication.
2. Individual or Group projects designed to evaluate the effectiveness of communication and presentations, including nonverbal and body language.
3. Online research and activities to investigate communication issues in social media.
4. Case studies designed to evaluate the communication effectiveness.
5. Online individual, small group, or paired presentations designed to identify and apply effective communication tools and techniques.
6. End of semester survey to identify Communication strengths and weaknesses.

#### Other Out-of-class Assignments

Students are expected to spend a minimum of eighteen hours on outside assignments which include a variety of video resources, self analysis of life experiences, and development of academic and workplace goals.

#### Grade Methods

Letter Grade Only

### Distance Education Checklist

Include the percentage of online and on-campus instruction you anticipate.

Online %

100

### Instructional Materials and Resources

**If you use any other technologies in addition to the college LMS, what other technologies will you use and how are you ensuring student data security?**

New World of Work materials are maintained by Shasta College and made available to faculty and students through Linked In Learning which requires password access.

**If used, explain how specific materials and resources outside the LMS will be used to enhance student learning.**

New World of Work materials have been developed at the state level in collaboration with industry and vetted as appropriate to enhance the learning experience.

## Effective Student/Faculty Contact

Which of the following methods of regular, timely, and effective student/faculty contact will be used in this course?

### Within Course Management System:

Discussion forums with substantive instructor participation  
Online quizzes and examinations  
Private messages  
Regular virtual office hours  
Timely feedback and return of student work as specified in the syllabus  
Video or audio feedback  
Weekly announcements

### External to Course Management System:

Direct e-mail  
Posted audio/video (including YouTube, 3cm mediasolutions, etc.)

### For hybrid courses:

Scheduled Face-to-Face group or individual meetings

**Briefly discuss how the selected strategies above will be used to maintain Regular Effective Contact in the course.**

This class will be taught either online or as a hybrid via Canvas. Instructors will use asynchronous text and video messages to interact with the students. Also, discussions boards, constant announcements will be used. Zoom virtual office hours with screen sharing and interaction capabilities will be available.

**If interacting with students outside the LMS, explain how additional interactions with students outside the LMS will enhance student learning.**

Canvas is used for external interaction as well.

## Other Information

**Provide any other relevant information that will help the Curriculum Committee assess the viability of offering this course in an online or hybrid modality.**

All materials for the course are web-based so online and/or hybrid modality is appropriate.

## MIS Course Data

### CIP Code

32.0105 - Job-Seeking/Changing Skills.

### TOP Code

051800 - Customer Service

### SAM Code

C - Clearly Occupational

### Basic Skills Status

Not Basic Skills

### Prior College Level

Not applicable

### Cooperative Work Experience

Not a Coop Course

### Course Classification Status

Credit Course

### Approved Special Class

Not special class

### Noncredit Category

Not Applicable, Credit Course

**Funding Agency Category**

Not Applicable

**Program Status**

Program Applicable

**Transfer Status**

Not transferable

**Allow Audit**

No

**Repeatability**

No

**Materials Fee**

No

**Additional Fees?**

No

**Approvals****Curriculum Committee Approval Date**

05/03/2022

**Academic Senate Approval Date**

05/12/2022

**Board of Trustees Approval Date**

5/20/2022

**Chancellor's Office Approval Date**

5/20/2022

**Course Control Number**

CCC000611815

**Programs referencing this course**Automotive Air Conditioning Certificate of Achievement (<http://catalog.collegeofthedesert.eduundefined/?key=104>)Automotive Braking Systems Certificate of Achievement (<http://catalog.collegeofthedesert.eduundefined/?key=109>)Automotive Light and Medium Duty Diesel Certificate of Achievement (<http://catalog.collegeofthedesert.eduundefined/?key=111>)Automotive Steering, Suspension, Alignment Certificate of Achievement (<http://catalog.collegeofthedesert.eduundefined/?key=112>)Hospitality Management Certificate of Achievement (<http://catalog.collegeofthedesert.eduundefined/?key=117>)Building and Energy System Professional (BESP) Fundamentals (<http://catalog.collegeofthedesert.eduundefined/?key=145>)Geographic Information Systems Certificate of Achievement (<http://catalog.collegeofthedesert.eduundefined/?key=315>)New World of Work: Employability Skills Certificate (<http://catalog.collegeofthedesert.eduundefined/?key=324>)Hospitality Management AS Degree (employment preparation) (<http://catalog.collegeofthedesert.eduundefined/?key=60>)