



RCOM400 – Effective Communication for the Workplace

Master Course Syllabus

Course Overview (QM Standards 1.2)

Course description:

This course is a study of effective skills, strategies, and practices for verbal, non-verbal, written, social networking, and professional communication skills appropriate for the workplace. The course also examines how the fundamentals of communication influence all aspects of life.

Effective Communication Skills for the Workplace is a course designed to help individuals learn and practice all sides of effective communication. Regardless of the workplace, effective communication skills are vital to the success of an individual's growth and overall achievement.

This course examines five sides of communication: verbal, non-verbal, written, social networking communication, and professionalism. An in-depth study will be completed for each side of communication allowing individuals to evaluate their own communication skills, and then learn strategies and skills through reading, practicing, self-awareness, and developing personal communication goals that will increase the effectiveness of their communication skills.

There are a variety of humorous clips on effective communication or lack thereof, that will keep you engaged and learning.

Additionally, the course will explore tips for handling conflict in the workplace utilizing effective communication skills and strategies.

Course Goals and Objectives:

The student will:

- Define communication and recognize differing communication styles
- Compare and contrast different communication styles

- Evaluate communication styles
- Perform self-valuations to determine strengths and weaknesses in your own communication
- Define, evaluate, discuss, and improve effective verbal communication skills.
- Define, evaluate, discuss, and improve effective non-verbal communication skills.
- Define, evaluate, discuss, and improve effective written communication skills
- Recognize communication barriers
- Define, evaluate, discuss, and improve effective communication skills on social media networks
- Evaluate professionalism as it relates to effective communication.
- Correspond and communicate with the skills necessary be successful in any workplace
- Identify and practice tips for handling conflict using effective communication in the workplace using habits of highly effective communicators

Pre-Requisites (QM Standard 1.6)

No pre-requisites are required for this course.

Minimum Technical Requirements and Online Resources (QM Standards 1.5 & 1.7)

In addition to a web browser (preferable Firefox) that is Blackboard compatible, you will need the following software in order to complete the activities in this class:

1. Word processing package capable of reading and creating .doc, .docx or rich text formatted (rtf) documents.
2. *Adobe Acrobat Reader*: If you do not have *Adobe Acrobat Reader*, you can download it free from <http://www.adobe.com/products/acrobat/readstep.html>
3. PDF Creator Software: If you are using a MAC or do not have software capable of saving a file as a .doc or .docx file and do not have the capability on your campus to print files to PDF, you can download a free version of *CutePDF* at <http://www.cutepdf.com/Products/CutePDF/writer.asp> This software installs a virtual printer on your PC that allows you to print files to the PDF format.
4. Virus Protection Software: This course requires you to download and upload files from your PC. Virus protection software protects your computer and my computer.

Online Resources: This course makes use of many online resources. I have made every effort to make sure the links I have are up-to-date. However, due to the changing nature of the web, you may find that a resource is temporarily unavailable or has been removed. If this should happen, please send me an email and I will find an alternative resource or modify the assignment accordingly.

Instructor Information (QM Standards 1.8 & 5.3)

Individual instructors complete this information.

Virtual Office Hours

I am available in my virtual office by appointment only. Send me an email to set up an appointment.

Personal Commitment

My personal commitments to you as a participant include:

I will reply to course mail messages within 24 hours;

I will read all discussion postings and will reply where appropriate within 3 days

I will acknowledge my receipt of every course mail message immediately upon reading it. If I am unable to respond to the request or concern at the time of initial reply, I will give you an estimated time for my next reply.

If I am going to be away from the course space for more than a day or two, I will send a message to you indicating the length of my absence.

I will regularly update information regarding due dates in the course announcements.

Optional/Required Course Materials (QM Standard 4.6)

You will find your required textbook information in the course catalog at <http://ilearn-wvrocks.wvnet.edu>. All other required readings and videos are included in each of the modules.

Grading Policy (QM Standard 3.2)

Each module consists of a series of assignments, discussions and/or quizzes, each having specific point values. For each assignment or discussion you will be given the rubric or grading criteria from which you will be evaluated.

Assignment/Assessment	Point Value
M1A1: Create PowerPoint	28
M1A2: Discussion Board	6
M2A1: Watch Video Clip and List Behaviors	5
M2A2: Create PowerPoint	28
M2A3: Discussion Board	6
M3A1: Flyer/Brochure	12
M3A2: Self-evaluation Quizzes on Writing Skills Posted on Discussion Board	6
M4A1: Pros and Cons Chart	9
M4A2: Brochure on Texting	12
M5A1: Discussion Questions on Discussion Board and Respond to Two Classmates' Postings	6
M5A2: Respond to Scenario and	15

Improvement Plan	
M6A1: Discussion Board	6
M6A2: PowerPoint on Non-defensive Behaviors	28

Your final percentage earned for the course will be based on the following formula:

$$\text{Total points earned/Total points possible} \times 100 = \text{Final Percentage Earned}$$

Your final letter grade (FLG) will be assigned as shown in the table below:

Total Points Earned	Final Percentage Earned	Final Letter Grade
183-164.7	90% - 100%	A
164.6-146.4	80% - 89%	B
146.3-128.1	70 – 79%	C
128.0-109.8	60 – 69%	D
Below 139.2 points	0 – 59%	F

Module Objectives and Assessments (QM Standard 2.2, 2.3, 2.4, 2.5, 3.4, 3.5, 5.1)

Module 1- After you complete the reading and content for this module you will be able to:

- Define communication and identify the three communication styles. [M1A1]
- Recall a time when using your personal experiences when your communication was inappropriate. [M1S1, M1A2]
- Identify your own communication strengths and weaknesses. [M1A2]

Module 2- After you complete the reading and content for this module you will be able to:

- Compare and contrast verbal and nonverbal communication. [M2S1, M2A1]
- Evaluate nonverbal behaviors which do not match the verbal communication. [M2A1]
- Identify and discuss strategies that would improve communication skills. [M2A2]
- Recognize and discuss common barriers to effective nonverbal and verbal communication. [M2A3]

Module 3- After you complete the reading and content for this module you will be able to:

- Identify and explain the 5-step writing process. [M3S1, M3A1]
- Evaluate his/her writing and grammar skills. [M3A2]

Module 4- After you complete the reading and content for this module you will be able to:

- Recognize, evaluate, and discuss the pros and cons of using the six types of social media used in the workplace. [M4S1, M4A1]
- Identify and discuss strategies that would improve communication skills when using email. [M4A2]
- Recognize and discuss common mistakes when texting for professional purposes. [M4A2]

Module 5- After you complete the reading and content for this module you will be able to:

- Define professionalism in the workplace. [M5S1, M5A1]
- Share and relate to a time when you were treated unprofessionally. [M5A2]
- Evaluate professional dress and appearance. [M5A2]
- Evaluate an attitude and create an improvement plan for bad attitudes. [M5A2]

Module 6- After you complete the reading and content for this module you will be able to:

- Recognize the importance of compromise in the workplace. [M6A1]
- Identify non-defensive behaviors and their impact on communication and conflict. [M6S1, M6A2]
- Explain how emotional control can reduce the likelihood of conflict during communication. [M6A3]