

Course Objectives/Course Outline
Spokane Community College

Course Title: Effective Listening
Prefix and Course Number: CMST 103 – 3 credits

Course Learning Outcomes:

By the end of this course, a student should be able to:

- Analyzing listening and personal learning styles
- Recognizing main ideas
- Identifying supporting details
- Recalling basic ideas and details
- Paying attention with an open mind
- Discriminating between facts, inferences, and opinions
- Distinguishing between emotional and logical arguments
- Recognizing discrepancies between speaker's verbal and nonverbal messages
- Employing active listening techniques when appropriate
- Evaluating and improving individual listening ability
- Practicing emotional control when listening to controversial material
- Striving to understand principles of logic & reasoning to aid in evaluating messages & improving abstract thinking
- Practicing overcoming distractions when listening

Course Outline:

- I. Communication models
 - A. The Importance of Communication in our society
 - B. Distinction between hearing and listening
- II. Learning styles
- III. Listening, the chief form of communication
 - A. Extent of Use
 - B. Types of listening
 - C. Good listening habits
- IV. Distractions in listening
 - A. Types of distractions
 - B. Problems with concentration
 - C. The significance of nonverbal communications
- V. Dealing with emotions
 - A. Self-analysis
 1. Conditioning and heredity
 2. Values—foresight and hindsight
 3. Communication styles
 4. Interpersonal communication
 - B. Analyzing emotions of others
 1. Nonverbal factors
 2. Empathic listening
 - C. Application principles for productive listening
- VI. Critical thinking
 - A. Modes of reasoning/fallacies of reasoning
 - B. Soundness of the information received (fact versus opinion—arguments)

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C. Evaluating the sources

D. Evaluating assumptions and inferences