

Course Objectives/Course Outline
Spokane Community College

Course Title: Practical Communication for Technicians

Prefix and Course Number: CMST 120 (3-5 credits)

Course Learning Outcomes:

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

- More aware of the importance of a positive attitude
- Able to communicate more effectively in a variety of situations
- Understand communication principles
- Have the opportunity to practice the use of specific communication skills

Course Outline:

- I. Using listening skills in college and your career
 - A. Effective listening habits
 - B. How to listen to complaints and feedback
 - C. Paraphrasing
 - D. Listening problems and how to correct them
 - E. Listening to instructions from instructors and employers
- II. The importance of attitude in a professional environment
 - A. Measuring your attitude and self awareness
 - B. How your attitude affects others
 - C. Attitude and productivity
 - D. Building a positive attitude
- III. The importance of verbal and nonverbal communication
 - A. Verbal messages
 1. Word choices
 2. Instructions
 - B. Nonverbal messages
 1. How you come across nonverbally
 2. Learning to tune into nonverbals
 3. Your business image

In addition a 4 credit class would include:

- IV. Assertive communication
 - A. Meaning of assertiveness
 1. Human rights
 2. Role rights
 3. Behavioral contrasts
 - B. Communicating assertively
- V. Conflict management at work
 - A. Different conflict styles and personalities
 - B. Handling conflict constructively
 - C. Use of problem-solving skills

In addition, a 5 credit class would include:

- VI. Giving presentations in class and at work
 - A. Building confidence
 - B. Analyzing your audience

Print Date: 7/22/14

- C. Choosing and narrowing a topic
- D. Organizing the presentation
- E. Practicing and delivering your ideas