

**Course Objectives/Course Outline**  
**Spokane Community College**

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**Course Title:** Voice Articulation  
**Prefix and Course Number:** CMST 121 – 2-5 credits

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**Course Learning Outcomes:**

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

3 Credit course may include, but is not limited to:

Students successfully completing Job Communication Skills will:

- Understand and know how to use the appropriate skills when taking the course for 3, 4, or 5 credit hours

**Course Outline:**

- I. Preparing the resume
- II. Writing cover letters
- III. Completing application forms accurately
- IV. Developing self-confidence
- V. Understanding the work ethic
- VI. Interviewing
  - A. Listening
  - B. Structuring the interview
    1. Opening
    2. Body
    3. Closing
    4. Follow-up
  - C. Questions and their uses
  - D. Nonverbal messages
  - E. Practicing the employment interview
- VII. Goals in communication
  - A. Student's goals
    1. Personal goals
    2. Career goals
- VIII. Credit hours would include:
  - A. Customer Service Techniques (phone/e-mail/in-person)
  - B. 5 Credit hours would include:

In addition to the above, the following may include:

- C. Applying group problem-solving methods
  1. Working as a team
  2. Developing group loyalty
  3. Applying critical thinking
  4. Using steps of problem-solving