

**Spokane Community College
Course Learning Outcomes and Outline**

Course Title: Leadership

Prefix and Course Number: CMST 127

Course Learning Outcomes:

By the end of this course, depending upon the number of credit hours selected, a student should be able to:

1. Use skills necessary for working as a team member
2. Utilize improved listening habits and the ability to respond appropriately
3. Give and receive orders and instructions productively
4. Understand the steps of problem solving and know how to apply and use them to solve personal and on-the-job conflicts
5. Use skills necessary for organizing and delivering an oral report
6. Understand the steps of motivation and how to apply them when selling a product or an idea

Course Outline:

- I. COURSE CONTENT

3 Credit hours

- A. Understanding the communication process
 1. Communication models
 2. Communication barriers
- B. Understanding sending and receiving skills
- C. Utilizing integrity and professionalism in the work place
- D. Understanding styles of leadership
- E. Developing teamwork skills
 1. Using energy and enthusiasm
 2. Building cooperation
 3. Using effective communication skills
 - a. Active listening
 - b. Clarifying verbal messages

c. Clarifying nonverbal messages

F. Managing stress

5 Credit hours

In addition to the above, the following will be included.

G. Managing conflict

1. Listening
2. Developing "I messages"
3. Solving problems

H. Giving and receiving instructions

I. Building presentational skills

1. Knowing your audience
2. Knowing your subject
3. Organizing ideas and information
4. Practicing your presentation
5. Delivering your presentation effectively to the audience

J. Adding other interviewing experience

1. Informational interview
2. Performance review
3. Corrective interview

K. Developing selling skills

1. Knowing your customer
2. Knowing your product
3. Knowing the steps of motivation for selling