

Spokane Community College

COURSE LEARNING OUTCOMES (CLO) AND OUTLINE

Course Title: Communication in Organizations

Prefix and Course Number: CMST 287

Version Date: 11.2.23

Course Learning Outcomes

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

1. Understand organizational theories, principles, and practices
2. Evaluate the effectiveness of individual and organizational communication patterns
3. Manage meetings and collaborate with others through various channels
4. Demonstrate interpersonal and intercultural competency while interacting within an organizational role.

Course Outline:

I. Understand Organizational Theory, Principles, and Practices:

- a. Articulate the importance of communication in organizations.
- b. Comprehend key concepts and theories related to organizational structure, culture, and behavior.
- c. Analyze how different organizational theories influence communication dynamics in organizational contexts.

II. Evaluate Effectiveness of Individual and Organizational Communication Patterns:

- a. Assess the impact of individual communication styles on team dynamics and productivity.
- b. Critically evaluate organizational communication strategies and propose improvements where necessary.

III. Manage Meetings Effectively:

- a. Plan, organize, and conduct productive and purposeful meetings.
- b. Develop skills to facilitate discussions, resolve conflicts, and make decisions collaboratively.

IV. Collaborate with Others in the Organization through Various Channels:

- a. Understand the nuances of communication through diverse channels such as emails, video conferences, and collaborative platforms.
- b. Effectively use digital communication tools to enhance team collaboration and knowledge sharing.

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V. Demonstrate Interpersonal and Intercultural Competencies within an Organizational Context:

- a. Develop active listening skills and empathy for understanding diverse perspectives.
- b. Cultivate cultural intelligence and adapt communication strategies for intercultural interactions.
- c. Navigate complex interpersonal situations with tact and professionalism.