



CAPILANO
UNIVERSITY
CAPILANO UNIVERSITY
COURSE OUTLINE

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| TERM: Fall 2015 | COURSE NO.: EEA 004 |
| INSTRUCTOR: | COURSE NAME: Practical Communication Skills for Employment and Education |
| OFFICE: | SECTION NO: CREDITS: 3 |
| TELEPHONE: 604.986.1911 | |

COURSE FORMAT: Three hours of class time per week plus an additional hour delivered in a 15 week semester.

PREREQUISITES: None.

COURSE DESCRIPTION:

This course provides students with an opportunity to prepare for employment and/or further education by developing the skills necessary for effective communication. An emphasis on personal development and growth through self-awareness and group dynamics will be included.

Activities: role plays, group project, community assignment and oral presentations

LEARNING OUTCOMES:

Upon successful completion of the course students will:

- Expand awareness, knowledge and understanding of communication skills required for employment, further education and personal success
- Demonstrate practical conversation and social skills in a diverse range of interpersonal roles
- Understand the role of, and demonstrate the use of, technology to communicate effectively
- Recognize conflict with others and use skills to deal with it
- Practice problem-solving strategies
- Understand the theory and practice of good customer service skills
- Develop customer service skills and apply these techniques on the job
- Apply these communication skills when handling difficult customers
- Complete the WorldHost certification
- Complete an informational interview research project

REQUIRED TEXTS: Course pack will be provided by instructor

COURSE CONTENT:

| Week | Content |
|-------------|---|
| 1 | Overview of the course/discussion of the essential components of communication skills in the workplace, in post-secondary learning and in the community |
| 2 | Assessment of current communication skills including first impressions, body language, listening skills, casual vs. formal communication |
| 3 | Understanding of written communications/demonstrations of effective uses of employment related written communications including email, memos, reports as well as social media |
| 4 | Oral presentations |
| 5 | Understanding the importance of interpersonal communications Demonstrations of effective skills related to team work, leadership and cross-cultural communication skills |
| 6 | Interpersonal communications con't: focus on conflict management |
| 7 | Developing and articulating a personal communication style Non Verbal communication - body language beyond words |
| 8 | First Impressions - the 30 second greeting |
| 9 | Communication skills used with co-workers, teachers, employers and study groups - paraphrasing and clarifying, 'I' statements |
| 10 | Introduction of customer service goals - in search of excellence! Community assignment |
| 11 | Customer Service - communicating with customers |
| 12 | Communicating with customers con't. The Difficult Customer |
| 13 | WorldHost Certification |
| 14 | WorldHost Certification |
| 15 | Final quiz |

GRADING PROFILE:

Credit or No Credit

To achieve credit for this course students are expected to submit *all* required assignments and must receive a pass on 80% of their assignments.

EVALUATION PROFILE:

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| 10% | 4 th hour activities |
| 20% | Participation |
| 10% | Community Assignment |
| 20% | Oral Presentation |
| 20% | WorldHost certification |
| <u>20%</u> | Homework assignments (4 assignments worth 5% each) |
| 100% | Total |

SUPPLEMENTAL 4TH HOUR ACTIVITY:

Activities might include: a scheduled tutorial, an on-line activity, a group meeting or some other activity as planned by your instructor.

OPERATIONAL DETAILS:

- Departmental Policies:*** The AWE Department has policies addressing Student Behaviour Expectations. All students sign a General Behaviour Expectation Agreement at the start of the program. This agreement clearly defines how to meet the outcomes and the appropriate consequences if these outcomes are not met. This department policy is aligned with University-wide policies.
- University Policies:*** Capilano University has policies on Academic Appeals (including appeal of final grades), Student Conduct, Cheating and Plagiarism, Academic Probation and other educational issues. These and other policies are available on the university website.
- Participation:*** Students are encouraged to demonstrate a professional attitude and behavior toward their classroom work, their classmates and their instructors. Reliability, respect for and co-operation with peers will be monitored in the classroom.
- Attendance:*** Regular attendance is required. If absent or late, students are expected to call their instructor before class starts. For every unexcused class, students will lose one point off of their attendance mark. If a class is missed, it is the student's responsibility to find out what work has been missed and complete by the next class.
- Missed Exams:*** No formalized exams.
- Late Assignments:*** Due dates for papers and assignments will be announced in class. All papers and assignments must be submitted directly to the instructor at the beginning of the class. Late papers or graded assignments will be penalized 5% per day for up to one week late. After one week, late assignments or papers will be accepted only under exceptional circumstances.
- Cheating/Plagiarism:*** The AWE department adheres to the definition of cheating and plagiarism found in the Study Policy Handbook which will be reviewed in class with all students.
- Incomplete Grades:*** No grades of "I" will be given in this course.

Confidentiality:

The AWE Department adheres to professional standards of ethics and confidentiality. Personal information that is shared with an instructor will not be shared with anyone outside the department without consent. However, there are a few exceptional circumstances in which an instructor may be required by law to disclose information.

Cell Phones:

Cell phones must be silenced **before** class begins and may not be used again, without permission, until **after** student has left the classroom.

Emergency Procedures:

Please read the emergency procedures posted on the wall of the classroom.