

# WORKNC-620A: COMMUNICATION IN THE WORKPLACE

---

**Effective Term**

Fall 2023

**CC Approval**

3/17/2023

**AS Approval**

4/11/2023

**BOT Approval**

4/20/2023

**COCI Approval**

5/12/2023

## SECTION A - Course Data Elements

**Send Workflow to Initiator**

No

**CB04 Credit Status**

Noncredit

**CB22 Noncredit Category**

Workforce Preparation

**Discipline**

Minimum Qualifications	And/Or
Vocational (short-term): Noncredit (Specific Degree and Professional Experience)	

**Subject Code**

WORKNC - Work Experience Noncredit

**Course Number**

620A

**Department**

Work Skills Noncredit (WORKNC)

**Division**

Career Education and Workforce Development (CEWD)

**Full Course Title**

Communication in the Workplace

**Short Title**

Communication in the Workplace

**CB03 TOP Code**

4930.12 - Job Seeking/Changing Skills

**CB08 Basic Skills Status**

NBS - Not Basic Skills

**CB09 SAM Code**

E - Non-Occupational

**Rationale**

Industry needs

## SECTION B - Course Description

### Catalog Course Description

This course is designed to introduce the student to key elements in communication within business organizations. Topics will include verbal and nonverbal communication, listening skills and specific workplace communication skills.

## SECTION C - Conditions on Enrollment

### Open Entry/Open Exit

Yes

### Repeatability

Unlimited - Noncredit OR Work Experience Education

### Grading Options

Pass/No Pass Only

### Allow Audit

No

## Requisites

## SECTION D - Course Standards

### Is this course variable hour?

No

### Total Instructional Hours

9

## Distance Education Approval

### Is this course offered through Distance Education?

Yes

### Online Delivery Methods

DE Modalities	Permanent or Emergency Only?
Hybrid	Permanent

## SECTION E - Course Content

### Student Learning Outcomes

**Upon satisfactory completion of the course, students will be able to:**

1. Distinguish among the various obstacles that get in the way of effective communication.
2. Demonstrate various methods of communication.
3. Experiment with different effective listening techniques.
4. Demonstrate the ability to speak in the positive.

### Course Objectives

**Upon satisfactory completion of the course, students will be able to:**

1. Identify personal strengths and areas for growth.
2. Demonstrate professional conduct aligned with workplace culture.
3. Recognize common safety hazards and effectively communicate them to supervisors.
4. Effectively communicate with coworkers and supervisors.
5. Demonstrate problem-solving skills.

## Course Content

1. Essential attributes
  - a. self-advocacy
  - b. attentive listening
2. Differences in relationships - workplace, family, customer
3. Personal space, positive behaviors
4. Recognizing talents and strengths
  - a. Step 1: Discovering talents
  - b. Step 2: Sorting employable skills
  - c. Step 3: Applying talents
5. Safety regulations
  - a. Electrical safety
  - b. Being attentive to surroundings
6. Workplace conduct
  - a. assertive language
  - b. non-verbal communication
  - c. positive vs. negative communication
  - d. team player
7. Basic steps to problem solving
  - a. Problem solving to handle anger and frustration
8. Worker to supervisor communication

## Methods of Instruction

### Methods of Instruction

Types	Examples of learning activities
Group Work	Individual and group problem solving
Discussion	Case analysis
Activity	Role playing and classroom simulations

### Instructor-Initiated Online Contact Types

Announcements/Bulletin Boards  
 Chat Rooms  
 Discussion Boards  
 E-mail Communication  
 Video or Teleconferencing

### Student-Initiated Online Contact Types

Chat Rooms  
 Discussions  
 Group Work

### Course design is accessible

Yes

## Methods of Evaluation

### Methods of Evaluation

Types	Examples of classroom assessments
Essays/Papers	Oral and/or written case analysis
Projects	Oral and/or written action plan
Portfolios	Journal completion

## Assignments

### Reading Assignments

Read and review a case study involving a safety issue and provide alternative ways to solve the situation for the purpose of class discussion.

Read a newspaper article about a local company and write a short summation to turn in.

**Writing Assignments**

Compose an incident report based on a workplace scenario for a class discussion.

Write a script and role-play a workplace situation.

**SECTION F - Textbooks and Instructional Materials**

**Material Type**

Textbook

**Author**

Harry Ringel

**Title**

Key Vocabulary for a Safe Workplace

**Publisher**

New Readers Press

**Year**

2000

**ISBN #**

978-1564201751

---

**Material Type**

Textbook

**Author**

Ellen Vacco and Paula Jablon

**Title**

Conversations for Work

**Publisher**

New Readers Press

**Year**

2007

**ISBN #**

9781564205872

---

**Material Type**

Other required materials/supplies

**Description**

OSHA Safety Training Materials

---

**Material Type**

Other required materials/supplies

**Description**

Instructor designed materials

---

## Proposed General Education/Transfer Agreement

Do you wish to propose this course for a Local General Education Area?

No

Do you wish to propose this course for a CSU General Education Area?

No

Do you wish to propose this course for a UC Transferable Course Agreement (UC-TCA)?

No

## Course Codes (Admin Only)

**ASSIST Update**

No

**CB10 Cooperative Work Experience Status**

N - Is Not Part of a Cooperative Work Experience Education Program

**CB11 Course Classification Status**

J - Workforce Preparation Enhanced Funding

**CB13 Special Class Status**

N - The Course is Not an Approved Special Class

**CB23 Funding Agency Category**

Y - Not Applicable (Funding Not Used)

**CB24 Program Course Status**

Program Applicable

**Allow Pass/No Pass**

Yes

**Only Pass/No Pass**

No

**Reviewer Comments**

**Seth Anderson (sethe.anderson) (Mon, 05 Dec 2022 23:27:04 GMT):** Added Vocational (short-term): Noncredit to discipline field and formatted SLOs and Objectives as separate numbered list.

**Seth Anderson (sethe.anderson) (Wed, 22 Feb 2023 16:48:38 GMT):** Please provide examples of Methods of Instruction and types/example of Online Adaptation of Instruction (for DE portions), as well as examples of Methods of Evaluation