

WORKNC-3A: COMMUNICATION IN THE WORKPLACE

Effective Term

Fall 2026

CC Approval

12/05/2025

AS Approval

12/11/2025

BOT Approval

12/18/2025

COCI Approval

03/04/2025

SECTION A - Course Data Elements

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

Course Number

3A

Department

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

CIP Code

32.0105

CB08 Basic Skills Status

NBS - Not Basic Skills

CB09 SAM Code

E - Non-Occupational

Rationale

Updating to add an entirely online option.

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
Entirely Online	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.

Online Adaptation

Types	Examples of learning activities
Group Work	Individual and group problem solving through use of online course breakout rooms.

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

SECTION G - Diversity, Equity and Inclusivity**How does your course and/or course outline of record reflect strategies for accommodating and engaging diverse student populations, advancing equitable outcomes, and fostering inclusion for all students?**

This course supports diverse student populations by teaching inclusive communication strategies that respect cultural and individual differences. It fosters equitable outcomes by developing essential workplace skills accessible to all learners. Through active listening and awareness of nonverbal cues, it promotes an inclusive environment where every student's voice is valued.

Course Codes (Admin Only)**CB00 State ID**

CCC000639355

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