



Western Technical College

10801196 Oral/Interpersonal Communication

Course Outcome Summary

Course Information

Description	Focuses on developing effective listening techniques and verbal and nonverbal communication skills through oral presentation, group activity, and other projects. The study of self, conflict, and cultural contexts will be explored, as well as their impact on communication.
Instructional Level	Associate Degree Courses
Total Credits	3
Total Hours	54

Textbooks

Open Educational Resource: *Communication in the Real World*. Copyright 2016. Publisher: University of Minnesota Libraries Publishing Edition. **ISBN-13:** 978-1-946135-07-0. <https://open.lib.umn.edu/communication/>

Success Abilities

1. Refine Professionalism: Improve Critical Thinking
2. Refine Professionalism: Participate Collaboratively
3. Refine Professionalism: Practice Effective Communication

Course Competencies

1. **Analyze communication situations.**

Assessment Strategies

- 1.1. Written, Oral or Practical Application

Criteria

You will know you are successful when you:

- 1.1. you explain how the elements of the communication model apply to a communication situation.
- 1.2. you identify how participants engage in communication responsibilities in terms of the communication model.
- 1.3. you identify elements which impact the communication situation.
- 1.4. you analyze the impact of technology on communication.

Learning Objectives

- 1.a. Differentiate the action, interaction, and transaction models of communication.
- 1.b. List and summarize the needs communication helps us meet.
- 1.c. List and summarize common misconceptions about communication.
- 1.d. Explain communication competence.
- 1.e. Identify examples of appropriate and inappropriate communication.

2. Assess the impact of nonverbal skills on communication.

Assessment Strategies

- 2.1. Written, Oral or Practical Application

Criteria

You will know you are successful when you:

- 2.1. you apply effective nonverbal messages in various communication situations.
- 2.2. you characterize the type of nonverbal communication used.
- 2.3. you determine how nonverbal cues impact verbal and/or non-verbal messages.

Learning Objectives

- 2.a. List and summarize nonverbal communication channels.
- 2.b. Identify the functions of nonverbal communication.
- 2.c. Examine the influence of culture on nonverbal communication.

3. Develop listening skills.

Assessment Strategies

- 3.1. Written, Oral or Practical Application

Criteria

You will know you are successful when you:

- 3.1. you distinguish types of listening.
- 3.2. you apply strategies for listening in various situations.
- 3.3. you interpret speaker's cues.
- 3.4. you clarify ambiguous messages.

Learning Objectives

- 3.a. Differentiate between listening and hearing.
- 3.b. Differentiate and give examples of informational listening, critical listening, and empathic listening.
- 3.c. Summarize the barriers to effective listening.
- 3.d. List and summarize the steps in the listening process.

4. Develop teamwork and collaboration skills.

Assessment Strategies

- 4.1. Written, Oral or Practical Application

Criteria

You will know you are successful when you:

- 4.1. you identify multiple roles within a group.
- 4.2. you participate in group interaction.
- 4.3. you identify negative group behaviors.
- 4.4. you evaluate the process of group interactions.
- 4.5. you analyze the decision-making strategies used by the group.
- 4.6. you analyze the task, maintenance, and leadership roles performed by members.

Learning Objectives

- 4.a. Define small groups and describe their function.

- 4.b. Explore individual roles in groups.
- 4.c. Define groupthink and identify strategies for avoiding groupthink.
- 4.d. Examine decision-making and problem-solving strategies in groups.
- 4.e. Define power and describe various forms of power that leaders can possess.

5. Analyze conflict management strategies.

Assessment Strategies

- 5.1. Written, Oral or Practical Application

Criteria

You will know you are successful when you:

- 5.1. you define the conflict clearly, using non-judgmental language.
- 5.2. you identify conflict resolution strategies.
- 5.3. you apply conflict management strategies to a real or simulated conflict situation.
- 5.4. you use assertive verbal and nonverbal behaviors effectively.
- 5.5. you analyze the effectiveness of conflict resolution strategies.

Learning Objectives

- 5.a. List the characteristics of conflict.
- 5.b. Define non-judgmental language.
- 5.c. Identify strategies for managing conflict.

6. Evaluate how perception affects communication.

Assessment Strategies

- 6.1. Written, Oral or Practical Application

Criteria

You will know you are successful when you:

- 6.1. you identify a situation in which perceptions vary.
- 6.2. you evaluate the impact of perceptual processes.
- 6.3. you suggest ways to minimize communication obstacles caused by perceptual differences.

Learning Objectives

- 6.a. Explain perception and the reasons we commit perceptual errors.
- 6.b. Explore how various behaviors relate to locus, stability, or controllability.
- 6.c. Differentiate self-serving bias and fundamental attribution error.

7. Evaluate how self-concept impacts communication.

Assessment Strategies

- 7.1. Written, Oral or Practical Application

Criteria

You will know you are successful when you:

- 7.1. you identify how self-concept affects communication.
- 7.2. you suggest strategies for enhancing the effect of positive self-concept in communication situations.
- 7.3. you assess how self-concept affects personal communication.

Learning Objectives

- 7.a. Explain self-concept and how it is partly subjective and multifaceted.
- 7.b. Examine how self-fulfilling prophecies and self-monitoring can shape communicative behavior.
- 7.c. Examine how image management is collaborative, complex, and involves management of multiple identities.

8. Evaluate how culture impacts communication.

Assessment Strategies

- 8.1. Written, Oral or Practical Application

Criteria

You will know you are successful when you:

- 8.1. you identify cultural differences exhibited in communication styles.
- 8.2. you explain the need for recognizing cultural differences.
- 8.3. you illustrate how cultural differences affect communication.
- 8.4. you suggest strategies for effective communication among diverse cultures.

Learning Objectives

- 8.a. Define culture and explain how culture is acquired.
- 8.b. Define co-culture and identify examples of co-cultures.
- 8.c. Distinguish differences among dimensions of cultures: individualism/collectivism, uncertainty avoidance, power distance, masculinity/femininity, and long-term/short-term orientation.

9. Deliver an oral presentation.

Assessment Strategies

- 9.1. Oral Presentation

Criteria

You will know you are successful when you:

- 9.1. you identify the elements of effective oral presentations.
- 9.2. you analyze possible causes of communication apprehension.
- 9.3. you plan the presentation for specific audience, purpose, and situation.
- 9.4. you develop an effective organizational pattern.
- 9.5. you incorporate sufficient supporting material/research of topic.
- 9.6. you use extemporaneous delivery style.
- 9.7. you apply effective nonverbal communication to engage audience.
- 9.8. you use effective and appropriate language.

Learning Objectives

- 9.a. Explore the purposes of a presentation.
- 9.b. Examine the interaction between the speaker and the audience.
- 9.c. Differentiate organizational patterns of speeches.
- 9.d. Explain the use and creation of a speaking outline.
- 9.e. Identify supporting material that is credible.
- 9.f. Recognize effective verbal and nonverbal delivery.
- 9.g. Recognize effective and appropriate language.
- 9.h. Explore extemporaneous delivery style and methods to prepare for it.