

COMM 120-BUSINESS & PROFESSIONAL COMMUNICATION 3 CREDITS

SYLLABUS

CATALOG DESCRIPTION

This course develops the interpersonal, small group, and public communication skills most useful in business and professional organizations.

Prerequisites: RDNG 050 or RDNG 096 and ENGL 050 or appropriate Reading and English Accuplacer scores

Semester Offered: Spring

Common Student Learning Outcomes

Upon successful completion of San Juan College programs and degrees, the student will demonstrate competency in...

BROAD AND SPECIALIZED LEARNING

Students will actively and independently acquire, apply, and adapt skills and knowledge with an awareness of global contexts.

CRITICAL THINKING

Students will think analytically and creatively to explore ideas, make connections, draw conclusions and solve problems.

CULTURAL AND CIVIC ENGAGEMENT

Students will act purposefully, reflectively, and ethically in diverse and complex environments.

EFFECTIVE COMMUNICATION

Students will exchange ideas and information with clarity in multiple contexts.

INFORMATION LITERACY

Students will be able to recognize when information is needed and have the ability to locate, evaluate, and use it effectively.

INTEGRATING TECHNOLOGIES

Students will demonstrate fluency in the application and use of technologies in multiple contexts.

Student work from this class may be randomly selected and used anonymously for assessment of course, program, and/or institutional learning outcomes. For more information, please refer to the Dean of the appropriate School.

Course Learning Outcomes

Upon successful completion of the course, the student will be able to...

This course develops the interpersonal, small group, and public communication skills most useful in professional organizations.

I. General Learning Objectives: Students will

- 1.** Become aware of the importance of their communication choices in personal and professional settings.
- 2.** Understand the ways in which communication creates and defines personal and professional relationship.
- 3.** Learn and practice new communication skills to enhance personal and professional understanding and cooperation.

II. Specific Learning Objectives: Upon successful completion of this class, students will be able to

- 1.** Explain the process and principles of communication.
- 2.** Distinguish between formal and informal networks within the work environment.
- 3.** Discuss the nature and impact of cultural diversity in the work place.
- 4.** Identify the role of organizational cultures within the work environment.
- 5.** Use active listening techniques to enhance personal and professional relationships.
- 6.** Name the principles of interviewing and be able to identify the various types of interviews.
- 7.** Apply a variety of tools for successfully working within groups.
- 8.** Apply the skills necessary to research, organize, and deliver a short presentation.