

LEARNING OUTCOMES:	LEARNING ACTIVITIES	EVALUATION METHODS
3. Apply communication theory in analyzing and evaluating situations within organizational environments.	Assigned Reading Research Resources Case Studies Simulations Lecture/Discussion	Exams
4. Analyze the upward and downward flows of communication within organizations and describe ways to improve these.	Assigned Reading Research Resources Case Studies Simulations Lecture/Discussion	Exams
5. Demonstrate effective listening skills and evaluate the role of listening in communication situations.	Assigned Reading Research Resources Case Studies Simulations Lecture/Discussion	Interview Report
6. Analyze the nonverbal influences in interpersonal communication situations.	Assigned Reading Research Resources Case Studies Simulations Lecture/Discussion	Interview Report
7. Demonstrate skills in planning and conducting various types of interviews.	Assigned Reading Research Resources Case Studies Simulations Lecture/Discussion	Interview Report

SEQUENCE OF TOPICS:

1. Communication Theory
2. Organizational Theory and Communication
3. Listening
4. Nonverbal Messages/Intercultural Communication
5. Principles of Interviewing/Types of Interviews
6. Preparing, Organizing and Delivering Presentations
7. Group Process in Organizations
8. Conducting Meetings

LEARNING MATERIALS:

Adler, Ronald B. and Jeanne M. Elmhorst. *Communicating at Work: Principles and Practices for Business and the Professions* (10th ed.). McGraw Hill.

Handouts will be used to provide a theoretical basis for classroom discussion. Other learning materials may be required and made available directly to the student and/or via the College's Libraries and/or course management system.

COURSE APPROVAL:

Prepared by:	Dr. Tobi Mackler	Date:	12/1994
Revised by:	Dr. Tobi Mackler	Date:	2005
VPAA/Provost	Compliance Verification: Dr. John C. Flynn, Jr.	Date:	6/22/2005

Revised by: Tom Donlan