

Syllabus for WORK 222 – Communication in the Workplace

Course Information

Semester & Year: Fall 2019
Course ID & Section #: WORK222 – E9238
Instructor's name: Andrew Rix
Day/Time: TThS 1-4 p.m. 10/22 – 10/26/19
Location: Humboldt County Correctional Facility, 3 rd Floor Classroom, Eureka, CA
Number of units: NA

Instructor Contact Information

Office location: TBD
Phone number: TBD
Email address: andrew-rix@redwoods.edu

Required Materials

Textbook Title: Instructor provided handouts
Edition: NA
Author: NA
ISBN: NA
Other requirements: materials, equipment or technology skills

Catalog Description

A study of the key elements of communication within business organizations. Topics will include verbal and non-verbal communication, listening skills, and specific workplace communication skills, including telephone and e-mail communication.

Course Student Learning Outcomes *(from course outline of record)*

<ol style="list-style-type: none"> 1. Describe the communication process. 2. Demonstrate various methods of communication (e.g. nonverbal, spoken, e-mail, and telephone). 3. Distinguish between the various obstacles to effective communication. 4. Experiment with and apply different effective listening techniques.
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Evaluation & Grading Policy

Homework assignments weekly for time credit

Prerequisites/co-requisites/ recommended preparation

NA

***ONLINE REQUIREMENTS - The following are required online courses but are recommended for all (see * in contents).**

Special accommodations statement

College of the Redwoods complies with the Americans with Disabilities Act in making reasonable accommodations for qualified students with disabilities. Please present your written accommodation request at least one week before the first test so that necessary arrangements can be made. No last-minute arrangements or post-test adjustments will be made. If you have a disability or believe you might benefit from disability related services and may need accommodations, please see me or contact [Disabled Students Programs and Services](#). Students may make requests for alternative media by contacting DSPS at 707-476-4280.

Student feedback policy

Questions and answers will be provided during class time

Proctored Exams

NA

Student Accessibility Statement and Academic Support Information

These standards are required by federal regulation. Students will have access to this course that complies with the Americans with Disabilities Act of 1990 (ADA), Section 508 of the Rehabilitation Act of 1973, and College of the Redwoods policies. Course materials will include a text equivalent for all non-text elements; videos will include closed captioning, images will include alt-tags, hyperlinks will use descriptive/meaningful phrases instead of URLs and audio files will include transcripts. All text will be formatted for use with screen readers and all course materials will be understandable without the use of color.

Students who discover access issues with this class should contact the instructor.

Disruptive behavior

Student behavior or speech that disrupts the instructional setting will not be tolerated. Disruptive conduct may include but is not limited to unwarranted interruptions; failure to adhere to instructor's directions; vulgar or obscene language; slurs or other forms of intimidation; and physically or verbally abusive behavior. In such cases where the instructor determines that a student has disrupted the educational process, a disruptive student may be temporarily removed from class. In addition, the student may be reported to the Chief Student Services Officer or designee. The Student Code of Conduct ([AP 5500](#)) is available on the College of the Redwoods website. Additional information about the rights and responsibilities of students, Board policies, and administrative procedures is located in the [College Catalog](#) and on the [College of the Redwoods website](#).

Course Calendar

Day 1: Introduction to the topic; establish learning goals; define and analyze the meaning of successful communication; discuss the communication process; describe the four basic styles of communication; case studies and other practice exercises related to the day's topics.

Day 2: Understand the principles of active listening; identify the barriers to effective communication; do case studies and other practice exercises related to the day's topics.

Day 3: Evaluate the importance of body language in communication; compare the methods of spoken communication and online communication; case studies and other practice activities related to the class topic; class review and wrap-up.