



COURSE OUTLINE : SPCH 107

D Credit – Degree Applicable

COURSE ID 003227

Cyclical Review: March 2016

Revision: October 2021

COURSE DISCIPLINE : SPCH
COURSE NUMBER : 107
COURSE TITLE (FULL) : Career Communication
COURSE TITLE (SHORT) : Career Communication
ACADEMIC SENATE DISCIPLINE: Speech Communication

CATALOG DESCRIPTION

SPCH 107 is an introductory course focusing on effective oral communication in the workplace. Emphasis is placed on examining both theoretical and practical essentials of effective business and professional communication – from preparation and presentation to efficacious observation and analysis. The course focuses on developing skills in the areas of language, listening, verbal and nonverbal behaviors, interviewing, informative and persuasive presentations, conflict management, group problem solving, and cross cultural communication in the workplace. SPCH 107 deals with the specific challenges associated with oral communication in a career setting. The course is designed for students of all majors-not only those seeking a career in business.

Total Lecture Units:3.00

Total Laboratory Units: 0.00

Total Course Units: 3.00

Total Lecture Hours:54.00

Total Laboratory Hours: 0.00

Total Laboratory Hours To Be Arranged: 0.00

Total Contact Hours: 54.00

Total Out-of-Class Hours: 108.00

Recommended Preparation: ENGL 100 or ESL 151.



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ENTRY STANDARDS

	Subject	Number	Title	Description	Include
1				organize and write thesis-based essays which meet the standards for English 101 entrance;	No
2				use organized, detailed examples, facts, logical explanations, and other appropriate support for thesis statement	No
3				critically analyze selected works that deal with important contemporary issues;	No
4				summarize, analyze and synthesize information, express and apply standards for judgment, compare and contrast, and evaluate evidence in order to form and state reasoned opinions;	No
5				gather and organize information through library research;	No
6				demonstrate a command of grammar, diction, syntax and mechanics sufficient for English 101 entrance: communicating (both orally and in writing) in standard English, with few major errors in grammar and punctuation;	No
7				critically evaluate classroom presentations and analyze the validity of their academic content;	No
8				select and participate in modes of presentation and discussion appropriate for a given academic topic;	No
9				apply knowledge of culture-appropriate presentation style, using effective body language and appropriate level of language.	No
10	ENGL	100	Writing Workshop	Read, analyze, and evaluate contemporary articles and stories to identify topic, thesis, support, transitions, conclusion, audience, and tone;	No
11	ENGL	100	Writing Workshop	read, analyze, and evaluate contemporary articles and stories for the comprehension of difficult content and the identification of main ideas and (topic-based) evidence;	No
12	ENGL	100	Writing Workshop	read, analyze, and evaluate student compositions for unity, development, use of evidence, interpretation, coherence, and variety of sentence form;	No
13	ENGL	100	Writing Workshop	write a summary of a contemporary article or story with correct citation techniques;	No



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14	ENGL	100	Writing Workshop	write an argumentative essay that has an introduction, body paragraphs, and a conclusion, demonstrating a basic understanding of essay organization;	No
15	ENGL	100	Writing Workshop	write an argumentative essay that addresses the topic, is directed by a thesis statement, uses appropriate textual evidence, develops logical interpretations, and concludes with some compelling observations;	No
16	ENGL	100	Writing Workshop	write an argumentative essay that integrates the ideas of others (i.e., authors) through paraphrasing, summarizing, and quoting with correct citation techniques;	No
17	ENGL	100	Writing Workshop	write an argumentative essay that generates novel ideas (those that add to the conversation rather than repeating the author's ideas) related to the topic and the readings;	No
18	ENGL	100	Writing Workshop	write compositions (e.g., summaries and argumentative essays) that are easy to read and follow, though some errors in grammar, mechanics, spelling, or diction may exist;	No
19	ENGL	100	Writing Workshop	proofread and edit essays for content, language, citation, and formatting problems.	No
20	ESL	151	Reading and Composition V	Read and critically analyze various academic readings;	No
21	ESL	151	Reading and Composition V	summarize readings;	No
22	ESL	151	Reading and Composition V	organize fully-developed essays in both expository and argumentative modes;	No
23	ESL	151	Reading and Composition V	compose a 500 to 550-word essay which: summarizes and cites appropriately a reading passage; includes a clear thesis statement; uses evidence to support the thesis; shows clear organization into an introduction, body, and conclusion;	No
24	ESL	151	Reading and Composition V	revise writing to eliminate errors in syntax, and grammatical constructions;	No
25	ESL	151	Reading and Composition V	employ basic library research techniques;	No
26	ESL	151	Reading and Composition V	compose one research paper (1,000 words) or two short research papers (500-700 words each) with citations.	No



EXIT STANDARDS

- 1 explain how the formal and informal structures of an organization affect workplace communication;
- 2 describe the role that personal and group identities play in workplace communication (e.g. personality, culture, gender);
- 3 prepare, practice and present various oral presentations in an ethical manner (e.g. interview, informative presentation, persuasive presentation, group presentation);
- 4 demonstrate the ability to work cooperatively in interpersonal and small group settings to successfully accomplish tasks;
- 5 demonstrate the ability to prepare a business presentation;
- 6 identify potential conflicts concerning oral communication in the workplace within various contexts.

STUDENT LEARNING OUTCOMES

- 1 identify the theoretical and practical essentials of oral communication in the workplace
- 2 solve workplace challenges by analyzing problems and developing solutions
- 3 demonstrate the ability to prepare and deliver various types of oral presentations in the workplace

COURSE CONTENT WITH INSTRUCTIONAL HOURS

	Description	Lecture	Lab	Total Hours
1	Introduction to Communication (6 hours) Orientation and overview of communication theory Definitions (e.g. communication process models) Types and levels of communication Models, contexts and variables of oral communication Ethical considerations in oral communication	7	0	7



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2	Fundamentals of Career Communication (12 hours) Business and professional communication Oral communication and career success Settings and functions of workplace communication Communication in the Information Age Reasons for communication failure Interactive listening Importance of listening Assumptions about listening Barriers to effective listening Environmental Physiological Psychological Formal and informal communication networks Networking Organizational culture and communication climate Verbal and nonverbal communication channels Clarity and ambiguity Inflammatory language Feminine and masculine language use Types of nonverbal communication	13	0	13
3	Intercultural Communication (6 hours) The nature of culture Intercultural social realities Intercultural perspectives Intercultural conflicts Intercultural communication variables Communication in a diverse society Race and ethnicity Social class Generational and regional differences Customs and behaviors Disabilities	7	0	7



4	Interpersonal and Small Group Communication (12 hours) Job interviewing types and skills Job interviewing strategies Types of research Obligations of the interviewer Obligations of the interviewee The empowering interview Group functioning in the workplace Leading and working in teams Types of leadership Strengths and liabilities Meeting management Enhancing the communication climate Decision-making process Dealing with difficult people and situations Bullying Sexual harassment Handling conflicts productively Negotiating and problem solving	13	0	13
5	Presentational Speaking (12 hours) Types and functions of presentational speaking Strategic planning of the presentation Analyzing your audience Analyzing yourself Developing a thesis Organizing the presentation Verbal and visual support Citing sources Presentation aids Delivery Impromptu presentations Individual presentations Informative presentations Persuasive presentations Group presentations	14	0	14
				54

OUT OF CLASS ASSIGNMENTS

- 1 essays that respond, explain, analyze, argue, and/or evaluate a communication principle
- 2 reading assignments from textbooks and/or journal articles;
- 3 journaling



METHODS OF EVALUATION

- 1 discussions and active participation in group activities;
- 2 oral presentations;
- 3 oral and written assignments of sufficient length and complexity to require students to demonstrate independent research, organization, critical thinking and communication skills;
- 4 quizzes;
- 5 comprehensive final exam.

METHODS OF INSTRUCTION

- Lecture
- Laboratory
- Studio
- Discussion
- Multimedia
- Tutorial
- Independent Study
- Collaboratory Learning
- Demonstration
- Field Activities (Trips)
- Guest Speakers
- Presentations

TEXTBOOKS

Title	Type	Publisher	Edition	Medium	Author	ISBN	Date
Communicating at Work: Principles for Business and Professions		McGraw-Hill	11	Print	Adler, Ronald	ISBN-13: 9780078036804	2012
Business and Professional Communication: KEYS for Workplace Excellence		SAGE	2	Print	Quintanilla, Kelly	-13: 978-1452217628	2015