

STV35 : On-The-Job Communication

General Information

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Course Code (CB01) :	STV35
Course Title (CB02) :	On-The-Job Communication
Department:	STV
Proposal Start:	Spring 2025
TOP Code (CB03) :	(0518.00) Customer Service
CIP Code:	(52.0411) Customer Service Support/Call Center/Teleservice Operation.
SAM Code (CB09) :	Possibly Occupational
Distance Education Approved:	No
Will this course be taught asynchronously?:	No
Course Control Number (CB00) :	CCC000617643
Curriculum Committee Approval Date:	05/22/2024
Board of Trustees Approval Date:	07/16/2024
Last Cyclical Review Date:	05/22/2024
Course Description and Course Note:	STV 35 focuses on interacting in the workplace, avoiding barriers to communication and understanding and adapting to different personal communication styles. Students learn communication strategies for getting along with coworkers, supervisors, and clients. Other topics include nonverbal communication, active listening, written communication, and communication styles. Students also practice telephone techniques through oral practice. Lecture/Demonstration: 32 hours. This is a pass/ no pass course.
Justification:	Mandatory Revision
Academic Career:	<ul style="list-style-type: none">Noncredit
Mode of Delivery:	
Author:	
Course Family:	

Academic Senate Discipline

Primary Discipline:	<ul style="list-style-type: none">Vocational (short-term): Non-Credit
Alternate Discipline:	No value
Alternate Discipline:	No value

Course Development

Basic Skill Status (CB08)

Course is not a basic skills course.

Allow Students to Gain Credit by Exam/Challenge

Course Special Class Status (CB13)

Course is not a special class.

Pre-Collegiate Level (CB21)

Not applicable.

Grading Basis

- Pass / No-Pass Only

Course Support Course Status (CB26)

Course is not a support course

General Education and C-ID

General Education Status (CB25)

Not Applicable

Transferability

Not transferable

Transferability Status

Not transferable

Units and Hours

Summary

Minimum Credit Units (CB07) 0

Maximum Credit Units (CB06) 0

Total Course In-Class (Contact) Hours 32

Total Course Out-of-Class Hours 0

Total Student Learning Hours 32

Credit / Non-Credit Options

Course Type (CB04)

Non-Credit

Noncredit Course Category (CB22)

Workforce Preparation.

Noncredit Special Characteristics

No Value

Course Classification Code (CB11)

Workforce Preparation Enhanced Funding.

Funding Agency Category (CB23)

Not Applicable.

Cooperative Work Experience

Education Status (CB10)

Variable Credit Course

Weekly Student Hours

	In Class	Out of Class
Lecture Hours	32	0
Laboratory Hours	0	0
Studio Hours	0	0

Course Student Hours

Course Duration (Weeks)	18
Hours per unit divisor	54
Course In-Class (Contact) Hours	
Lecture	32
Laboratory	0
Studio	0

Total 32

Course Out-of-Class Hours

Lecture	0
Laboratory	0
Studio	0
Total	0

Time Commitment Notes for Students

No value

Units and Hours - Weekly Specialty Hours

Activity Name	Type	In Class	Out of Class
No Value	No Value	No Value	No Value

Pre-requisites, Co-requisites, Anti-requisites and Advisories

Advisory

ESL30 - ENGLISH AS A SECOND LANGUAGE LEVEL 3

Objectives

- Write paragraphs at the low-intermediate level with sufficient unity.
- Develop coherence and mechanical accuracy.
- Demonstrate mastery of grammatical structures studied at a level sufficient to pass unit tests and the divisional grammar mastery test for this level.
- Converse at a functional level adequate for everyday use on the campus and in the community.
- Respond to questions about recorded and live speeches, dialogues, role plays, and lectures.
- Decode 2,500-word reading passages, respond to inference and recall questions, and utilize a monolingual English dictionary to advantage.

Entry Standards

Entry Standards

Converse at a functional level adequate for everyday use.

Comprehend dialogues, role playing, and lectures.

Decode short reading passages.

Course Limitations

Cross Listed or Equivalent Course

Specifications

Methods of Instruction

Methods of Instruction

Lecture

Methods of Instruction

Laboratory

Methods of Instruction

Multimedia

Methods of Instruction

Collaborative Learning

Methods of Instruction

Demonstrations

Methods of Instruction

Presentations

Out of Class Assignments

Completion of required practical applications

Methods of Evaluation

Rationale

Activity (answering journal prompt, group activity)

Role playing

Activity (answering journal prompt, group activity)

Case studies

Exam/Quiz/Test

Practical exams

Activity (answering journal prompt, group activity)

Discussion forums

Textbook Rationale

No Value

Textbooks

Author	Title	Publisher	Date	ISBN
No Value	No Value	No Value	No Value	No Value
Other Instructional Materials (i.e. OER, handouts)				
No Value				
Materials Fee				
No value				

Learning Outcomes and Objectives

Course Objectives

Identify characteristics of personal communication styles.

Determine how to avoid communication barriers.

Apply active listening skills.

Understand how to receive and provide constructive criticism.

Demonstrate good oral telephone techniques and message taking.

SLOs

Identify and apply techniques for effective communication in the workplace. Expected Outcome Performance: 70.0

<i>STV</i> Customer Service Certificate	Apply strategies to better deal with challenging customers
	Communicate effectively and genuinely with customers

<i>ILOs</i> Core ILOs	Communicate clearly, ethically, and creatively; listen actively and engage respectfully with others; consider situational, cultural, and personal contexts within or across multiple modes of communication.
	Practice ethical and responsible behavior within personal, academic, professional, social, and societal contexts; recognize and welcome diverse lifestyle choices that promote physical, intellectual, psychological, and social well-being.

<i>STV</i> General Front Office Clerk I Certificate	Demonstrate general office etiquette.
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<i>STV</i> General Front Office Clerk II Certificate	Operate a variety of business software to create business correspondence, reports, and other related documents.
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<i>STV</i> Dental Front Office Certificate	Perform clerical duties such as: schedule appointments, answer phones, etc.
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STV
General Front Office
Clerk III Certificate

Support business office operations and work independently from a variety of inputs to integrate documents and data with other business applications.

Prepare complete and correct voice mail and written telephone messages.

Expected Outcome Performance: 70.0

STV
Customer Service
Certificate

Apply strategies to better deal with challenging customers

Communicate effectively and genuinely with customers

ILOs
Core ILOs

Communicate clearly, ethically, and creatively; listen actively and engage respectfully with others; consider situational, cultural, and personal contexts within or across multiple modes of communication.

STV
General Front Office Clerk
II Certificate

Operate a variety of business software to create business correspondence, reports, and other related documents.

STV
Dental Front Office
Certificate

Perform clerical duties such as: schedule appointments, answer phones, etc.

STV
General Front Office Clerk
III Certificate

Support business office operations and work independently from a variety of inputs to integrate documents and data with other business applications.

Additional SLO Information

Does this proposal include revisions that might improve student attainment of course learning outcomes?

No

Is this proposal submitted in response to learning outcomes assessment data?

No

If yes was selected in either of the above questions for learning outcomes, explain and attach evidence of discussions about learning outcomes.

No Value

SLO Evidence

No Value

Course Content

Lecture Content

Techniques for Effective Communication (12 hours)

- Listening skills
- Speaking skills
- Writing skills
- Interpersonal skills
- Nonverbals

Potential Communication Barriers (4 hours)

- Framework
- Cultural differences
- Languages
- Emotions

Telephone Techniques (8 hours)

- Business telephone etiquette

- Tact and diplomacy
- Messages
- Placing and transferring calls

Group Dynamics (8 hours)

- Teamwork and team building
- Communication styles

Total Hours: 32

Additional Information

Is this course proposed for GCC Major or General Education Graduation requirement? If yes, indicate which requirement in the two areas provided below.

Yes

GCC Major Requirements

No Value

GCC General Education Graduation Requirements

No Value

Repeatability

Repeatable

Justification (if repeatable was chosen above)

Non-credit courses

Resources

Did you contact your departmental library liaison?

No

If yes, who is your departmental library liaison?

No Value

Did you contact the DEIA liaison?

No

Were there any DEIA changes made to this outline?

No

If yes, in what areas were these changes made:

No Value

Will any additional resources be needed for this course? (Click all that apply)

- No

If additional resources are needed, add a brief description and cost in the box provided.

No Value