

SOPHIA Learning

COMM1010: Communication at Work (3 semester credits)

COURSE DESCRIPTION: This course is designed to prepare students for successful workplace communication by providing a background on its components and methods, then exploring oral and written forms in depth. Students will practice composing professional written communication for a specific purpose and audience. Additionally, students will learn about tools for workplace collaboration and efficiency, and how to determine the best meeting and productivity tools for a particular professional context.

Course Effective Dates: November 2020 - Present

Prerequisite(s): No prerequisites

Length of course: This is a self-paced course. Students have 60 days with an additional 30-day extension (if needed) to complete the course.

ACE CREDIT® Recommendation: In the lower-division baccalaureate/associate degree category, 3 semester hours in introduction to communications (11/20).

LEARNING OUTCOMES

Upon completion of the course, the student will be able to:

1. Identify the various purposes, uses, and stages of communication.
2. Compare and contrast the different methods of communication.
3. Align tone and language to a specific audience.
4. Recognize the key elements of oral communication.
5. Identify appropriate scopes, topics, and resources for professional presentations.
6. Examine strategies for improving professional presentations.
7. Recognize the key elements of written communication.
8. Identify tone, audience, purpose, and structure in professional writing.
9. Deliver a coherent and professional written message using an appropriate medium.
10. Recognize the various group dynamics that can occur within an organization.
11. Identify methods of problem-solving and goal-setting in professional group settings.
12. Select the appropriate tools for scheduling and communicating time-related tasks.

OUTLINE OF MAJOR CONTENT AREAS

- What Is Communication and Why Is It Important?
- Communication Models
- Communication in Context

- Oral vs. Written Communication
- Principles of Verbal and Nonverbal Communication
- Self Understanding in Communication
- Combating Bias
- The Rhetorical Situation
- Informative and Persuasive Presentations
- Defining Your Purpose, Audience, and Scope
- Finding and Evaluating Resources
- Structuring Your Presentation
- Integrating Transitions into Speeches
- Speaking Ethically and Avoiding Fallacies
- Qualities of Good Writing
- Style in Written Communication
- Written Reports
- Text and Email Etiquette
- General Areas of Revision
- Formatting, Spelling, Punctuation, and Grammar
- Proofreading and Evaluation
- Group Member Roles
- Conflict in the Work Environment
- Approaching Problems and Finding Solutions as a Group
- Teamwork and Leadership
- Business and Professional Meetings
- Tools for Audio and Visual Communication
- Systems for Efficiency and Effectiveness
- Choosing the Right Tools for Your Needs

GRADING: This is a pass/fail course. Students are required to complete all 12 formative and 4 summative assessments with an overall course average of 70% or better.