

ALTW 204: COMMUNICATION SKILLS IN THE WORKPLACE

Foothill College Course Outline of Record

Heading	Value
Units:	2
Hours:	2 lecture per week (24 total per quarter)
Degree & Credit Status:	Non-Degree-Applicable Credit Course Basic Skills
Foothill GE:	Non-GE
Transferable:	None
Grade Type:	Letter Grade (Request for Pass/No Pass)
Repeatability:	Not Repeatable

Student Learning Outcomes

- The successful student will be able to demonstrate assertive communication in appropriate role play situations.
- A student will be able to understand the role of non-verbal body language in the communication process.

Description

Focuses on proper communication skills in written business formats, verbal presentations, and appropriate body language styles in order for students to be able to communicate effectively in competitive employment settings.

Course Objectives

The student will be able to:

- A. Demonstrate more effective communication skills
 1. Written business formats
 2. Verbal presentations
 3. Body language
 4. Social media
- B. Utilize assertive communication strategies
 1. Comparison between passive and aggressive types of communication styles
 2. Role playing work settings
- C. Demonstrate business styles of communication
 1. Direct approach
 2. Competitive approach
 3. Proactive solution approach

Course Content

- A. Styles of communication/behavior
 1. Assertive
 2. Aggressive
 3. Passive
 4. Passively aggressive
- B. Appropriate and inappropriate body language
 1. Role play assertive and aggressive behavior in the workplace
 2. Role play passive and aggressive behavior in the workplace
 3. Dealing with ambiguity
- C. Diversity in the workplace

1. Cultural differences
2. Gender differences
3. Educating about disability
4. Accommodation discussion
- D. Recognizing offensive gestures and verbal mishaps
 1. Apologies
 2. Compliments
 3. Saying "No"
 4. Assertive strategies in disagreement
- E. Conflict resolution

Lab Content

Not applicable.

Special Facilities and/or Equipment

Accessible classroom.

Method(s) of Evaluation

Methods of Evaluation may include but are not limited to the following:

- A. Class participation
- B. Examinations/tests/quizzes
- C. Assignments and projects
- D. Role playing
- E. Oral presentations

Method(s) of Instruction

Methods of Instruction may include but are not limited to the following:

- A. Lecture
- B. Discussion
- C. Cooperative learning exercises
- D. Demonstrations
- E. Role plays
- F. Guest speakers
- G. Social interviews

Representative Text(s) and Other Materials

Lewis, David. [Tips to Improve Communication Skills: A Step by Step Guide to Improve Communication Skills at Work and in Relationships](#). 2019.

Types and/or Examples of Required Reading, Writing, and Outside of Class Assignments

- A. Writing assignments:
 1. Journals
 2. Self-reflections essays
 3. Peer critiques

Discipline(s)

Developmental Disabilities: Disabled Students Programs and Services