

ILLINOIS VALLEY COMMUNITY COLLEGE



COURSE OUTLINE

DIVISION: Humanities, Fine Arts Social Sciences

COURSE: SPH 1204 – Oral Communication
Skills for Business, Industry and Technology

Date: March 11, 2011

Credit Hours: 3

Prerequisite(s): None

Delivery Method:

<input checked="" type="checkbox"/> Lecture	3 Contact Hours (1 contact = 1 credit hour)
<input type="checkbox"/> Seminar	0 Contact Hours (1 contact = 1 credit hour)
<input type="checkbox"/> Lab	0 Contact Hours (2 contact = 1 credit hour)
<input type="checkbox"/> Clinical	0 Contact Hours (3 contact = 1 credit hour)
<input type="checkbox"/> Online	
<input type="checkbox"/> Blended	

Offered: **Fall** **Spring** **Summer**

IAI Equivalent –*Only for Transfer Courses*-go to <http://www.itransfer.org>.

CATALOG DESCRIPTION:

This course focuses on the recognition and practical application of speaking, listening and observing skills for the world of work. Designed for students in business, technical, and vocational programs, the course stresses team building, critical thinking and problem solving.

GENERAL EDUCATION GOALS ADDRESSED

[See the last page of this form for more information.]

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

[Choose those goals that apply to this course.]

- x To apply analytical and problem solving skills to personal, social and professional issues and situations.
- x To communicate orally and in writing, socially and interpersonally.
- x To develop an awareness of the contributions made to civilization by the diverse cultures of the world.
- x To understand and use contemporary technology effectively and to understand its impact on the individual and society.
- x To work and study effectively both individually and in collaboration with others.
- x To understand what it means to act ethically and responsibly as an individual in one's career and as a member of society.
- To develop and maintain a healthy lifestyle physically, mentally, and spiritually.
- x To appreciate the ongoing values of learning, self-improvement, and career planning.

EXPECTED LEARNING OUTCOMES AND RELATED COMPETENCIES:

[Outcomes related to course specific goals.]

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

COMPETENCIES

Outcome 1: Upon completion of the course, the student will be able to recognize and apply techniques of active listening.

- 1.1 Recall, with understanding, important aspects (purpose, point of view, main points) of what was said
- 1.2 Demonstrate the ability to listen to a variety of materials.
- 1.3 Provide constructive criticism for other presentations.
- 1.4 Identify barriers to effective listening.

Outcome 2: Upon completion of the course, the student will be able to recognize and apply techniques of effective speaking.

- 2.1 Communicate ideas and opinions clearly and effectively.
- 2.2 Choose an appropriate presentation topic.
- 2.3 Collect and cite proper research material for each presentation.
- 2.4 Prepare an appropriate outline for each presentation.

Outcome 3: Upon completion of the course, the student will be able to recognize and apply techniques of problem solving.

- 3.1 Apply critical thinking and problem solving steps to a problem.
- 3.2 Identify the steps in problem solving

Outcome 4: Upon completion of the course, the student will be able to read a text with understanding.

- 4.1 Identify main points and define terminology in a text

Outcome 5: Upon completion of the course, the student will be able to recognize and apply techniques of effective speaking in a variety of professional settings.

- 5.1 Analyze and provide suggestions on the content and performance aspects of oral presentations
- 5.2 Employ appropriate non-verbal clues in speaking situations
- 5.3 Conform to time limits for oral presentations
- 5.4 Employ eye contact in speaking situations
- 5.5 Employ proper phonation and articulation in oral presentations
- 5.6 Construct professional quality visual aids
- 5.7 Employ visual aids effectively during an oral presentation
- 5.8 Identify an audience for an oral presentation
- 5.9 Adapt language and delivery to a specific audience
- 5.10 Utilize proper grammar in oral presentations
- 5.11 Document sources in oral presentations

Outcome 6: Upon completion of the course, the student will be able to recognize and apply techniques of team building, the group process and group discussion.

- 6.1 Work in a team to select an oral presentation topic, research the topic, organize and present the material.
- 6.2 Identify requirements of and techniques for team building.
- 6.3 Understand basic aspects of the group process and group dynamics.

Outcome 7: Upon completion of the course, the student will be able to recognize and apply techniques of effective interviewing.

- 7.1 Conduct an effective interview
- 7.2 Employ appropriate non-verbal cues in an interview.
- 7.3 Utilize appropriate language in an interview.
- 7.4 Demonstrate the ability to actively and effectively listen during an interview.
- 7.5 Create post interview letters.
- 7.6 Identify requirements of and techniques for effective interviewing

Outcome 8: Upon completion of the course the student will be able to recognize and apply techniques of effective observation.

- 8.1 Recall, with understanding, important aspects (purpose, point of view, main points) of what was observed
- 8.2 Demonstrate the ability to observe a variety of materials and scenes.
- 8.3 Identify and interpret non-verbal cues.
- 8.4 Identify barriers to effective observation.

COURSE TOPICS AND CONTENT REQUIREMENTS:

The course will include instruction, practice and evaluation in:

1. The communication process
 - a. networks
 - b. culture
 - c. organizational culture
 - d. verbal
 - e. non-verbal
2. Small group and large group communication
 - a. group strengths
 - b. team barriers
 - c. team building skills
3. Listening
 - a. accuracy and objectivity of perception
 - b. barriers
 - c. recall (factual, sequential)
 - d. relevance (comprehension)
4. Observing
 - a. accuracy and objectivity of perception
 - b. barriers
 - c. recall
 - d. relevance
5. Speaking
 - a. audience, purpose, tone, content in professional settings; for example, in interviews, persuasive/sales presentations, informational reports, demonstrations
 - b. informational sources for professional presentations
 - c. outlining professional presentations
 - d. use of audio-visuals and electronic media
6. Critical thinking and problem solving

INSTRUCTIONAL METHODS:

The course will include:

1. lectures
2. small group and large group discussion
3. audio-visual presentations
4. speaking, listening, observing, group process activities
5. role-playing and problem-solving projects

INSTRUCTIONAL MATERIALS:

The following materials will be employed:

1. text

2. various audio-visual materials; for example, transparencies, tapes, computer animation
3. daily current event articles

STUDENT REQUIREMENTS AND METHODS OF EVALUATION:

Students will be required to participate successfully in:

1. listening exercises
2. observing exercises
3. speaking exercises
4. team building exercises
5. critical thinking and problem solving exercises

Regular attendance is essential because the course content requires participation in the communication process during class sessions.

OTHER REFERENCES

Texts:

Adler, R.B. & Elmhorst, J.M. (2010). *Communicating at work* (10th ed). McGraw-Hill.

Gregory, H. (2010). Public Speaking for College and Career, 9th ed. New York: McGraw-Hill.

PERIODICALS:

The Journal of Business Communications
Chicago Tribune
Chicago Sun Times
Wall Street Journal
Local Newspapers

Course Competency/Assessment Methods Matrix

SPH 1204 – Oral Communication		Assessment Options																															
For each competency/outcome place an “X” below the method of assessment to be used.	Assessment of Student Learning	Article Review	Case Studies	Group Projects	Lab Work	Oral Presentations	Pre-Post Tests	Quizzes	Written Exams	Artifact Self Reflection of Growth	Capstone Projects	Comprehensive Written Exit Exam	Course Embedded Questions	Multi-Media Projects	Observation	Writing Samples	Portfolio Evaluation	Real World Projects	Reflective Journals	Applied Application (skills) Test	Oral Exit Interviews	Accreditation Reviews/Reports	Advisory Council Feedback	Employer Surveys	Graduate Surveys	Internship/Practicum /Site Supervisor Evaluation	Licensing Exam	In Class Feedback	Simulation	Interview	Written Report	Assignment	
	Direct/ Indirect	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	I	I	I	I	D	D							
Assessment Measures – Are direct or indirect as indicated. List competencies/outcomes below.																																	
Outcome 1: Upon completion of the course, the student will be able to recognize and apply techniques of active listening.																																	
1.1 Recall, with understanding, important aspects (purpose, point of view, main points) of what was said									X											X											X	X	
1.2 Demonstrate the ability to listen to a variety of materials.																				X												X	
1.3 Provide constructive criticism for other presentations.																				X											X	X	
1.4 Identify barriers to effective listening.																				X										X	X		
Outcome 2: Upon completion of the course, the student will be able to recognize and apply techniques of effective speaking.																																	
2.1 Communicate ideas and opinions clearly and effectively.				X		X																									X	X	
2.2 Choose an appropriate presentation topic.				X		X														X											X	X	
2.3 Collect and cite proper research material for each presentation.				X		X														X													
2.4 Prepare an appropriate outline for				X																X											X	X	

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Assessment Measures – Are direct or indirect as indicated. List competencies/outcomes below.																																	
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Outcome 3: Upon completion of the course, the student will be able to recognize and apply techniques of problem solving.																																	
3.1 Apply critical thinking and problem solving steps to a problem.			X		X															X											X	X	
3.2 Identify the steps in problem solving																				X													
Outcome 4: Upon completion of the course, the student will be able to read a text with understanding.																																	
4.1 Identify main points and define terminology in a text								X	X																						X	X	
Outcome 5: Upon completion of the course, the student will be able to recognize and apply techniques of effective speaking in a variety of professional settings.																																	
5.1 Analyze and provide suggestions on the content and performance aspects of oral presentations			X																														
5.2 Employ appropriate non-verbal clues in speaking situations				X																													
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5.4	Employ eye contact in speaking situations				X																													
5.5	Employ proper phonation and articulation in oral presentations			X	X																													
5.6	Construct professional quality visual aids			X	X																										X	X		
5.7	Employ visual aids effectively during an oral presentation			X	X																													
5.8	Identify an audience for an oral presentation			X	X																													
5.9	Adapt language and delivery to a specific audience			X	X																													
5.10	Utilize proper grammar in oral presentations			X	X																													
5.11	Document sources in oral presentations			X	X																													
Outcome 6: Upon completion of the course, the student will be able to recognize and apply techniques of team building, the group process and group discussion.																																		
6.1	Work in a team to select an oral presentation topic, research the topic, organize and present the material.			X	X																										X	X		
6.2	Identify requirements of and			X																											X	X		

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6.3 Understand basic aspects of the group process and group dynamics.			X																												X	X	
Outcome 7: Upon completion of the course, the student will be able to recognize and apply techniques of effective interviewing.																																	
7.1 Conduct an effective interview					X																										X	X	
7.2 Employ appropriate non-verbal cues in an interview.					X																										X	X	
7.3 Utilize appropriate language in an interview.					X																										X	X	
7.4 Demonstrate the ability to actively and effectively listen during an interview.					X																										X	X	
7.5 Create post interview letters.																															X	X	
7.6 Identify requirements of and techniques for effective interviewing																																X	X
Outcome 8: Upon completion of the course the student will be able to recognize and apply techniques of effective observation.																																	
8.1 Recall, with understanding, important aspects (purpose, point of view, main points) of what was observed									X																								X
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variety of materials and scenes.																																	
8.3 Identify and interpret non-verbal cues.								X	X																								X
8.4 Identify barriers to effective observation.								X	X																								X