WORKNC-620A: Communication in the Workplace

Effective Term

Fall 2023

CC Approval

3/17/2023

AS Approval

4/11/2023

**BOT Approval** 

4/20/2023

**COCI** Approval

5/12/2023

Send Workflow to Initiator

No

CBO4 Credit Status

Noncredit

CB22 Noncredit Category

Workforce Preparation

Discipline

### Course Content

- 1. Essential attributes
  - a. self-advocacy
  - b. attentive listening
- 2. Differences in relationships workplace, family, customer
- 3. Personal space, positive behaviors
- 4. Recognizing talents and strengths
  - a. Step 1: Discovering talents
  - b. Step 2: Sorting employable skills
  - c. Step 3: Applying talents
- 5. Safety regulations
  - a. Electrical safety
  - b. Being attentive to surroundings
- 6. Workplace conduct
  - a. assertive language
  - b. non-verbal communication
  - c. positive vs. negative communication
  - d. team player
- 7. Basic steps to problem solving
  - a. Problem solving to handle anger and frustration
- 8. Worker to supervisor communication

### Methods of Instruction

Types	Examples of learning activities	
Group Work	Individual and group problem solving	
Discussion	Case analysis	
Activity	Role playing and classroom simulations	

Instructor-Initiated Online Contact Types

Announcements/Bulletin Boards Chat Rooms

Discussion Boards E-mail Communication

Video or Teleconferencing

Student-Initiated Online Contact Types

Chat Rooms Discussions

Group Work

Course design is accessible

Yes

# Methods of Evaluation

Types	Examples of classroom assessments
Essays/Papers	Oral and/or written case analysis
Projects	Oral and/or written action plan
Portfolios	Journal completion

## Reading Assignments

Read and review a case study involving a safety issue and provide alternative ways to solve the situation for the purpose of class discussion.

### WORKNC-620A: Communication in the Workplace

Read a newspaper article about a local company and write a short summation to turn in.

Writing Assignments

Compose an incident report based on a workplace scenario for a class discussion.

Write a script and role-play a workplace situation.

Material Type

Textbook

Author

Harry Ringel

Title

Key Vocabulary for a Safe Workplace

Publisher

**New Readers Press** 

Year

2000

ISBN #

978-1564201751

Material Type

Textbook

Author

Ellen Vacco and Paula Jablon

Title

Conversations for Work

Publisher

**New Readers Press** 

Year

2007

ISBN #

9781564205872

Material Type

Other required materials/supplies

Description

OSHA Safety Traindbc 2 es Pref Coo

Do you wish to propose this course for a CSU General Education Area?

Do you wish to propose this course for a UC Transferable Course Agreement (UC-TCA)?

No

**ASSIST Update** 

No

CB10 Cooperative Work Experience Status

N - Is Not Part of a Cooperative Work Experience Education Program

**CB11 Course Classification Status** 

J - Workforce Preparation Enhanced Funding

CB13 Special Class Status

N - The Course is Not an Approved Special Class

**CB23 Funding Agency Category** 

Y - Not Applicable (Funding Not Used)

CB24 Program Course Status

Program Applicable

Allow Pass/No Pass

Yes

Only Pass/No Pass

No

**Reviewer Comments** 

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