

BUTTE COLLEGE

COURSE OUTLINE

I. CATALOG DESCRIPTION

OLS 324 - Workplace Communication

0 Unit(s)

Prerequisite(s): OLS 323

Recommended Prep: NONE

Transfer Status: NT

85 hours Lab

This course provides training for students in the areas of workplace culture and environment. Topics include interpersonal skills development, professional conduct, workplace communication, safety, and problem-solving job readiness skills. Unlimited repeats. Satisfactory/Unsatisfactory Only. Open Entry/Open Exit.

II. OBJECTIVES

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

- A. Identify personal strengths and areas for growth.
- B. Demonstrate professional conduct aligned with workplace culture.
- C. Recognize common safety hazards and effectively communicate them to supervisors.
- D. Effectively communicate with coworkers and supervisors.
- E. Demonstrate problem-solving skills.

III. COURSE CONTENT

A. Unit Titles/Suggested Time Schedule

Lab	
<u>Topics</u>	<u>Hours</u>
1. Essential attributes - self-advocacy	5.00
2. Essential attributes - attentive listening	5.00
3. Differences in relationships - workplace, family, customer	5.00
4. Personal space, positive behaviors	5.00
5. Recognizing talents and strengths - Step 1 Discovering talents	5.00
6. Recognizing talents and strengths - Step 2 Sorting employable skills	5.00
7. Recognizing talents and strengths - Step 3 Applying talents	5.00
8. Safety regulations	5.00
9. Electrical safety	5.00
10. Being attentive to surroundings	5.00
11. Workplace conduct - assertive language	5.00
12. Workplace conduct - non-verbal communication	5.00
13. Positive vs. negative communication	5.00
14. Workplace conduct - Team player	5.00
15. Basic steps to problem solving	5.00
16. Problem solving to handle anger and frustration	5.00
17. Worker to supervisor communication	5.00
Total Hours	85.00

IV. METHODS OF INSTRUCTION

- A. Group Discussions
- B. Guest Speakers
- C. Collaborative Group Work
- D. Demonstrations
- E. Problem-Solving Sessions

V. METHODS OF EVALUATION

- A. Homework
- B. Class participation
- C. Written Assignments
- D. Peer Evaluation
- E. Self-Evaluation

VI. EXAMPLES OF ASSIGNMENTS

- A. Reading Assignments
 - 1. Read and review a case study involving a safety issue and provide alternative ways to solve the situation for the purpose of class discussion.
 - 2. Read a newspaper article about a local company and write a short summation to turn in.
- B. Writing Assignments
 - 1. Write a script and role play a workplace situation.
 - 2. Compose an incident report based on a workplace scenario for a class discussion.
- C. Out-of-Class Assignments
 - 1. Not applicable

VII. RECOMMENDED MATERIALS OF INSTRUCTION

Textbooks:

- A. New Readers Press. Conversations for Work. 1st Edition. New Readers Press, 2011.
- B. New Readers Press. Key Vocabulary for a Safe Workplace. 1st Edition. New Readers Press, 2011.

Materials Other Than Textbooks:

- A. James Stanfield Curriculum
- B. OSHA Safety Training Materials
- C. Instructor designed materials

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