



Sophia Learning

COMM1010: Workplace Communication (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

PREREQUISITES: No prerequisites

LENGTH OF COURSE: This is a self-paced course. Students may use as much or as little time as 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).

GRADING: This is a pass/fail course. Students must complete 12 Challenges (formative assessments), 3 Milestones (summative assessments), and 1 Touchstone (project-based or written assessment) with an overall score of 70% or better.

Challenges	Points Possible
Challenge 1.1: Defining Communication	6
Challenge 1.2: Forms of Communication	4
Challenge 1.3: Relating to Your Audience	6
Challenge 2.1: Fundamentals of Professional Speaking	6
Challenge 2.2: Planning and Drafting Your Presentation	5
Challenge 2.3: Revising and Delivering Your Presentation	4
Challenge 3.1: Fundamentals of Professional Writing	6
Challenge 3.2: Planning and Drafting Your Message	4

Challenge 3.3: Revising and Delivering Your Message	5
Challenge 4.1: Group Communication in the Workplace	5
Challenge 4.2: Strategies for Effective Collaboration	5
Challenge 4.3: Technology Solutions for Collaboration	5
Total	61

Milestones	Points Possible
Milestone 1	45
Milestone 2	42
Milestone 3	42
Total	129

Touchstones	Points Possible
Touchstone 4: Plan and Communicate a Time-Based Task	150
Total	150

Grand Total **340**

Touchstones are projects that illustrate comprehension of the course material, help refine skills, and demonstrate application of knowledge. Read further for information on the touchstones in this course:

- **Touchstone 4: Plan and Communicate a Time-Based Task (150 points):** Student will prepare a clear and concise email communication (no more than two paragraphs in the body of the email) related to a given scenario. Then the student will communicate an internal plan, including time frames of each task that clearly identifies who has which task and by what time it needs to be completed. The student will need to select an appropriate tool to communicate this message to their colleagues and explain why this would be an effective tool for this purpose.

For more general information on assessments, please visit the Student Guide located on your course dashboard.

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