## Montgomery County Community College
## WDCBC 2033
## Communicating with Impact – Customized/Abridged
## 0-3-0

Course Description:

This is an abridged, three-hours version of the 10-hour course, offered specifically for a company (on-site).  This course features active training techniques in which lecturing is minimized and learning activity is maximized.  It is designed to engage the participants by increasing participation, enliven learning, deepen retention and encourage application back on the job.

Requisites:

*Previous Course Requirements*
None

*Previous or Concurrent Course Requirements*
None

Course Comment(s)
None

| Learning Outcomes Upon successful completion of this course, the student will be able to: | Learning Activities | Evaluation Methods |
|---|---|---|
| **Understanding communication style** is an important step in learning how to communicate effectively with others. Training gives  participants an opportunity to examine  their own unique communication style - their strengths and trouble spots. Participants also learn the art of "flexing" to the communication styles of others. | Assessment Discussions | Formative |
| **Managing relationships** is a critical component of professional success.   This module focuses on the importance of creating a strong | Assessment review Discussions | Formative |

| Learning Outcomes Upon successful completion of this course, the student will be able to: | Learning Activities | Evaluation Methods |
| --- | --- | --- |
| internal network within the workplace.  Students will examine their operational, strategic and developmental networks to identify ways to bolster their relationships across their organizations. | | |
| **Influencing Others**<br><br>Students will have the opportunity to experience the difficulty of overcoming resistance, identify work situations in which they can have more impact and learn three ways to influence others. | Discussion<br>Evaluation of Assessment<br>Role playing | Formative Assessment<br>Demonstration through role playing |

At the conclusion of each semester/session, assessment of the learning outcomes will be completed by course faculty using the listed evaluation method(s). Aggregated results will be submitted to the Associate Vice President of Academic Affairs. The benchmark for each learning outcome is that *70% of students will meet or exceed outcome criteria*.

Sequence of Topics:
1. Course Introduction
2. Managing Relationships
3. Resolving Conflict
4. Influencing others

5. **Learning Materials:**
"What's My Communication Style" Assessment

Other learning materials may be required and made available directly to the student and/or via the College's Libraries and/or course management system.

Course Approval:
Prepared by: B. Debias                                          Date: 7/26/18

Jim Fox, Executive Director, Workforce Development
Compliance Verification:                                          Date: 7/26/18

Revised by:                                                       Date:
Jim Fox, Executive Director, Workforce Development
Compliance Verification:                                          Date:


*This course is consistent with Montgomery County Community College's mission. It was developed, approved and will be delivered in full compliance with the policies and procedures established by the College.*