

Montgomery County Community College  
WDCBC 3507  
Communications Skills Training  
0-8-0

Course Description:

To foster better communication skills for supervisors and to develop relationships/teamwork.

Takeaway: Participants will learn about communications styles, elements of communication and how to work more productively and effectively with co-workers.

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
1. Define Communication	Lecture and examples of what communication is in the workplace. Q+A with students on definitions of good and bad communication. Classic vs Current definitions of communications and what are the boundaries and limitation.	Students will be quizzed during the course on the covered topics.
2. Identify Communication Styles	Examples of the various leadership styles and the pros and cons of each style. Management styles defined and scenarios of the communication styles.	Students will use notes to reinforce the material and give examples on how they plan to execute the various strategies.
3. Understand and practice Interpersonal Relationships	Small group activity involving case studies and scenarios- including group report outs.	Students will be quizzed during the course on the covered topics.

LEARNING OUTCOMES Upon successful completion of this course, the student will be able to:	LEARNING ACTIVITIES	EVALUATION METHODS
4. Know how to engage in Active Listening	Pair work on messaging and how to provide good listening skills.	Students will use notes to reinforce the material and give examples on how they plan to execute the various strategies.
5. Understand and provide Consistent Messaging	Understanding and demonstrating company mission, vision, culture, ethics, policies, procedures and how to convey the same messaging.	Students will be quizzed during the course on the covered topics.

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. Defining Communication
3. Communication Styles
4. Interpersonal Relationships
5. Email vs Phone Discussions
6. Active Listening
7. Building Rapport with Co-Workers
8. Team Building via Communication
9. Consistent Messaging
10. Other topics TBD

#### Learning Materials:

Instructor will provide all materials, slides and products needed for the course.

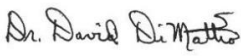
Other learning materials may be required and made available directly to the student and/or via the College's Libraries and/or course management system.

#### Course Approval:

Prepared by: Gary Hines

Date: 11/21/18

Dr. David DiMattio, Executive Vice President, Workforce Development and West Campus

Compliance Verification:  Date: 11/21/2018

Revised by:  
Dr. David DiMattio, Executive Vice President, Workforce Development and West Campus

Date:

Compliance Verification: Date: 11/21/2018

*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.*