

WTCS Repository

10-801-152 Communication Skills 2

Course Outcome Summary

Course Information

Description A continuation of Communications Skills 1. Emphasis is placed on practical application of communication skills through group discussion and persuasion. Students learn to prepare business reports, write effective letters and memos and create a job application portfolio. Students also learn to express themselves in a job interviews, participate in a group discussion an organize and deliver a professional presentation. Students apply principles of persuasion in all of these areas of communication.

An in-class essay of at least five paragraphs is required.

A minimum of three essays of at least 500 words (5 paragraphs) is required.

A documented essay using MLA style of documentation is required. A Works Cited page in MLA style is required.

Total Credits 3.00

Pre/Corequisites

Prerequisite Each Wisconsin Technical College determines the General Education course prerequisites used by their academic institution. If prerequisites for a course are determined to be appropriate, the final Course Outcome Summary must identify the prerequisites approved for use by the individual Technical College.

Course Competencies

1. Write business documents

Assessment Strategies

- 1.1. by completing the specified writing assignments (resume, business letters, memos, e-mails, proposals, short reports, instructions)
- 1.2. by completing the specified writing assignments as defined by lectures, textbooks and handouts
- 1.3. by meeting all requirements specified by the instructor for length, format and content

Criteria

Your performance will be successful when:

- 1.1. learner follows standard business format
- 1.2. learner chooses an organizational plan appropriate to the specific business document
- 1.3. learner writes sentences that are grammatically correct
- 1.4. learner observes standard rules for punctuation and mechanics
- 1.5. learner writes documents that are free of spelling and typographical errors
- 1.6. learner applies tone appropriate to the audience of the business document
- 1.7. learner defines clear purpose of the communication

2. Use elements of research in oral and written presentations

Assessment Strategies

- 2.1. by processing outside source material
- 2.2. completing oral presentation and written persuasive essay

Criteria

Your performance will be successful when:

- 2.1. learner uses reliable sources
- 2.2. learner distinguishes fact from assumption and opinion
- 2.3. learner assesses own biases
- 2.4. learner is aware of forms of fallacious reasoning
- 2.5. learner accurately summarizes and restates ideas written by others
- 2.6. learner compiles information from multiple sources that would act as evidence for the main points of a presentation
- 2.7. learner constructs and defends arguments responding to ideas presented in the writing of others
- 2.8. learner applies sound reasoning to his/her argument
- 2.9. learner integrates information into a presentation

3. Demonstrate ability to do documented research

Criteria

Your performance will be successful when:

- 3.1. learner generates a topic
- 3.2. learner searches resources (i.e. printed sources, electronic databases, non-print sources and interactive media)
- 3.3. learner critically reads materials to focus and support topic
- 3.4. learner appropriately documents sources
- 3.5. learner synthesizes information to generate outline and write drafts
- 3.6. learner integrates information into a persuasive essay

4. Give oral presentation

Assessment Strategies

- 4.1. by meeting all requirements specified by the instructor for length, content and the format of the presentation

Criteria

Your performance will be successful when:

- 4.1. learner speaks effectively in a variety of business situations
- 4.2. learner uses visual aids
- 4.3. learner demonstrates control of voice and body language
- 4.4. learner writes presentations that contain an introduction
- 4.5. learner writes presentations that contain a body
- 4.6. learner writes presentations that contain a conclusion
- 4.7. learner defines clear purpose for the communication
- 4.8. learner applies grammar and usage appropriate to the audience and purpose of the presentation
- 4.9. learner chooses an organizational plan for the presentation

5. Solve problems with a team

Assessment Strategies

- 5.1. by participating in a revision exercise
- 5.2. by participating in small group discussions

Criteria

Your performance will be successful when:

- 5.1. learner identifies problem to be solved
- 5.2. learner establishes criteria on which to base solutions
- 5.3. learner evaluates information
- 5.4. learner proposes a solution to a problem