

## WTCS Repository

10-801-152 Communication Skills 2

# Course Outcome Summary

### Course Information

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|  | 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

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| 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

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| 1 | Write business documents |
|  | Assessment Strategies |
|  | by completing the specified writing assignments (resume, business letters, memos, e-mails, proposals, short reports, instructions)  by completing the specified writing assignments as defined by lectures, textbooks and handouts  by meeting all requirements specified by the instructor for length, format and content |
|  | Criteria |
|  | Your performance will be successful when: |
|  | learner follows standard business format  learner chooses an organizational plan appropriate to the specific business document  learner writes sentences that are grammatically correct  learner observes standard rules for punctuation and mechanics  learner writes documents that are free of spelling and typographical errors  learner applies tone appropriate to the audience of the business document  learner defines clear purpose of the communication |
| 2 | Use elements of research in oral and written presentations |
|  | Assessment Strategies |
|  | by processing outside source material  completing oral presentation and written persuasive essay |
|  | Criteria |
|  | Your performance will be successful when: |
|  | learner uses reliable sources  learner distinguishes fact from assumption and opinion  learner assesses own biases  learner is aware of forms of fallacious reasoning  learner accurately summarizes and restates ideas written by others  learner compiles information from multiple sources that would act as evidence for the main points of a presentation  learner constructs and defends arguments responding to ideas presented in the writing of others  learner applies sound reasoning to his/her argument  learner integrates information into a presentation |
| 3 | Demonstrate ability to do documented research |
|  | Criteria |
|  | Your performance will be successful when: |
|  | learner generates a topic  learner searches resources (i.e. printed sources, electronic databases, non-print sources and interactive media)  learner critically reads materials to focus and support topic  learner appropriately documents sources  learner synthesizes information to generate outline and write drafts  learner integrates information into a persuasive essay |
| 4 | Give oral presentation |
|  | Assessment Strategies |
|  | by meeting all requirements specified by the instructor for length, content and the format of the presentation |
|  | Criteria |
|  | Your performance will be successful when: |
|  | learner speaks effectively in a variety of business situations  learner uses visual aids  learner demonstrates control of voice and body language  learner writes presentations that contain an introduction  learner writes presentations that contain a body  learner writes presentations that contain a conclusion  learner defines clear purpose for the communication  learner applies grammar and usage appropriate to the audience and purpose of the presentation  learner chooses an organizational plan for the presentation |
| 5 | Solve problems with a team |
|  | Assessment Strategies |
|  | by participating in a revision exercise  by participating in small group discussions |
|  | Criteria |
|  | Your performance will be successful when: |
|  | learner identifies problem to be solved  learner establishes criteria on which to base solutions  learner evaluates information  learner proposes a solution to a problem |