
## 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 handoutsby meeting all requirements specified by the instructor for length, format and content |
|  | Criteria |
|  | Your performance will be successful when: |
|  | learner follows standard business formatlearner chooses an organizational plan appropriate to the specific business documentlearner writes sentences that are grammatically correctlearner observes standard rules for punctuation and mechanicslearner writes documents that are free of spelling and typographical errorslearner applies tone appropriate to the audience of the business documentlearner defines clear purpose of the communication |
| 2 | Use elements of research in oral and written presentations |
|  | Assessment Strategies |
|  | by processing outside source materialcompleting oral presentation and written persuasive essay |
|  | Criteria |
|  | Your performance will be successful when: |
|  | learner uses reliable sourceslearner distinguishes fact from assumption and opinionlearner assesses own biaseslearner is aware of forms of fallacious reasoninglearner accurately summarizes and restates ideas written by otherslearner compiles information from multiple sources that would act as evidence for the main points of a presentationlearner constructs and defends arguments responding to ideas presented in the writing of otherslearner applies sound reasoning to his/her argumentlearner integrates information into a presentation |
| 3 | Demonstrate ability to do documented research |
|  | Criteria |
|  | Your performance will be successful when: |
|  | learner generates a topiclearner searches resources (i.e. printed sources, electronic databases, non-print sources and interactive media)learner critically reads materials to focus and support topiclearner appropriately documents sourceslearner synthesizes information to generate outline and write draftslearner 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 situationslearner uses visual aidslearner demonstrates control of voice and body languagelearner writes presentations that contain an introductionlearner writes presentations that contain a bodylearner writes presentations that contain a conclusionlearner defines clear purpose for the communicationlearner applies grammar and usage appropriate to the audience and purpose of the presentationlearner chooses an organizational plan for the presentation |
| 5 | Solve problems with a team |
|  | Assessment Strategies |
|  | by participating in a revision exerciseby participating in small group discussions |
|  | Criteria |
|  | Your performance will be successful when: |
|  | learner identifies problem to be solvedlearner establishes criteria on which to base solutionslearner evaluates informationlearner proposes a solution to a problem |