

WTCS Repository

10-801-196 Oral/Interpersonal Comm

Course Outcome Summary

Course Information

Alternate Title	Oral/Interpersonal Communication
Description	Focuses on developing effective listening techniques and verbal and nonverbal communication skills through oral presentation, group activity, and other projects. The study of self, conflict, and cultural contexts will be explored, as well as their impact on communication.
Total Credits	3

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.
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Course Competencies

1. Analyze communication situations

Assessment Strategies

- 1.1. Written, Oral or Practical Application

Criteria

You will know you are successful when you:

- 1.1. explain how the elements of a communication model apply to a communication situation
- 1.2. identify how participants engage in communication responsibilities in terms of a communication model
- 1.3. identify elements that impact the communication situation
- 1.4. analyze the impact of technology on communication

2. Assess the impact of nonverbal skills on communication

Assessment Strategies

- 2.1. Written, Oral or Practical Application

Criteria

You will know you are successful when you:

- 2.1. apply effective nonverbal messages in various communication situations
- 2.2. characterize the type of nonverbal communication used
- 2.3. determine how nonverbal cues impact verbal and/or nonverbal messages

3. Develop listening skills

Assessment Strategies

- 3.1. Written, Oral or Practical Application

Criteria

You will know you are successful when you:

- 3.1. distinguish types of listening
- 3.2. apply strategies for listening in various situations
- 3.3. interpret speaker's cues
- 3.4. clarify ambiguous messages

4. Develop teamwork and collaboration skills

Assessment Strategies

- 4.1. Written, Oral or Practical Application

Criteria

You will know you are successful when you:

- 4.1. identify multiple roles within a group
- 4.2. participate in group interaction
- 4.3. identify negative group behaviors
- 4.4. evaluate the process of group interactions
- 4.5. analyze the decision-making strategies used by the group
- 4.6. analyze the task, maintenance, and leadership roles performed by members

5. Analyze conflict management strategies

Assessment Strategies

- 5.1. Written, Oral or Practical Application

Criteria

You will know you are successful when you:

- 5.1. define the conflict clearly, using non-judgmental language
- 5.2. identify conflict management strategies
- 5.3. apply conflict management strategies to a real or simulated conflict situation
- 5.4. use assertive verbal and nonverbal behaviors effectively
- 5.5. analyze the effectiveness of conflict management strategies

6. Evaluate how perception affects communication

Assessment Strategies

- 6.1. Written, Oral or Practical Application

Criteria

You will know you are successful when you:

- 6.1. identify a situation in which perceptions vary
- 6.2. evaluate the impact of perceptual processes
- 6.3. suggest ways to minimize communication obstacles caused by perceptual differences

7. Evaluate how self-concept impacts communication

Assessment Strategies

- 7.1. Written, Oral or Practical Application

Criteria

You will know you are successful when you:

- 7.1. identify how self-concept affects communication
- 7.2. suggest strategies for enhancing the effect of positive self-concept in communication situations
- 7.3. assess how self-concept affects personal communication

8. Evaluate how culture impacts communication

Assessment Strategies

8.1. Written, Oral or Practical Application

Criteria

You will know you are successful when you:

- 8.1. identify cultural differences exhibited in communication styles
- 8.2. explain the need for recognizing cultural differences
- 8.3. illustrate how cultural differences affect communication
- 8.4. suggest strategies for effective communication among diverse cultures

9. Deliver an oral presentation

Assessment Strategies

9.1. Oral Presentation

Criteria

You will know you are successful when you:

- 9.1. identify the elements of effective oral presentations
- 9.2. analyze possible causes of communication apprehension
- 9.3. plan the presentation for specific audience, purpose, and situation
- 9.4. develop an effective organizational pattern
- 9.5. incorporate sufficient supporting material/research of topic
- 9.6. use extemporaneous delivery style
- 9.7. apply effective nonverbal communication to engage audience
- 9.8. use effective and appropriate language