

## WTCS Repository

10-801-196 Oral/Interpersonal Comm

# Course Outcome Summary

### Course Information

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|  | 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

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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. | Analyze communication situations |
|  | Assessment Strategies |
|  | 1.1. | Written, Oral or Practical Application |
|  | Criteria |
|  | 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 |
|  | 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 |
|  | 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 |
|  | 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 |
|  | 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 |
|  | 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 |
|  | 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 |
|  | 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 |
|  | 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 |