COURSE INFORMATION FORM

<table>
<thead>
<tr>
<th>DISCIPLINE</th>
<th>Construction Management</th>
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<tbody>
<tr>
<td>COURSE TITLE</td>
<td>Communication for Construction Management</td>
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<td>CR.HR</td>
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<td>LECT HR.</td>
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<td>LAB HR.</td>
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CATALOG DESCRIPTION

Students will understand communication as it relates to the construction industry. The importance of good communication skills in the workplace will be the focus of this course.

PREREQUISITES

N/A

EXPECTED STUDENT OUTCOMES IN THE COURSE

Upon completion of this course, the student will be able to:

1. Describe oral and written communication as it relates to construction management.
2. Recognize problems of poor communication in the construction management.
3. Identify effective listening and components of conversation.
4. Evaluate good writing skills and habits related to construction management and the construction trades.
5. Demonstrate the ability to facilitate an effective meeting for the construction trades.
6. Demonstrate an understanding of the Internet and the impact that it has on the construction trades.
CLASS-LEVEL ASSESSMENT MEASURES

Student accomplishment of expected student outcomes will be assessed using the following measures. (Identify which measures are used to assess which outcomes.)

Classroom participation (1 - 6)
Homework by students/Daily projects (1-6)
Tests (1 - 6)

PROGRAM-LEVEL OUTCOMES ADDRESSED

General Education Outcomes
Specify which general education outcomes, if any, are substantially addressed by the course by completing the “Course/Program Assessment Matrix” to show the relationship between course and program outcomes and assessment measures.

Occupational Program Outcomes
Specify which occupational program outcomes, if any, are substantially addressed by the course by completing the “Course/Program Assessment Matrix” to show the relationship between course and program outcomes to assessment measures.
Individual instructors may order this outline as fits the needs of their individual courses. In addition, they may place more emphasis on some areas than on others. What is assured is that this particular list is covered in the course. Other topics may be added to a course as the instructor sees fit, and as time and interest allow. An *asterisk can be used to mark an item as optional.

I. Communication Techniques  
   A. Forms of Communication  
   B. Verbal Communication  
   C. Written Communication  
   D. Electronic Communication  
   E. Communication and Productivity

II. Supervisors as Effective Communicators  
   A. The Chain of Command  
   B. Facilitate and Coordinate Information Flow  
   C. Problems Caused by Poor Communication  
   D. Barriers to Effective Communication  
   E. Communicating With Others on Your Job

III. Listening Techniques  
   A. The Power of Effective Listening  
   B. Keys to Effective Listening  
   C. Barriers to Effective Listening  
   D. Non-Verbal Cues

IV. Conversational Techniques  
   A. Components of Conversation  
   B. Be in Control  
   C. Questions and Answers that Provide Information  
   D. Non-Verbal Cues that Inhibit Conversations  
   E. Informal Conversations

V. Persuasion, Negotiation and Confrontation  
   A. The Power of Persuasion  
   B. Persuasion Strategy  
   C. The Art of Negotiation  
   D. Handling Confrontations

VI. Team Work & Communication  
   A. Building Consensus  
   B. Give Orders and Provide Instructions  
   C. Performance Evaluation  
   D. Corrective Feedback
VII. Business Communication  
   A. Writing Techniques  
   B. Meetings  
      1. Purpose of Meeting  
      2. Facilitating the Meeting Process  
      3. Closing the Meeting  
   C. Electronic Communication  
      1. Communication Technologies  
      2. The Internet and World Wide Web  
      3. Communication Systems  
   D. Improving Communication  
      1. Communication and Project Close-out  
      2. Plan Effective Communication