DATE SUBMITTED 4/10/12  CATALOG NO. INTE 102
DATE DICC APPROVED 9/25/2012  DATE LAST REVIEWED

COURSE INFORMATION FORM

DISCIPLINE INTE
COURSE TITLE Communication for Industry
CR.HR 2  LECT HR  1.5  LAB HR 1  CLIN/INTERN HR.  CLOCK HR.

CATALOG DESCRIPTION
This course will introduce the student to the requirements needed for good communication in the workplace environment. It will include the development of verbal, nonverbal, written and electronic communication skills. Students will practice communication in a simulated lab environment.

PREREQUISITES
None

EXPECTED STUDENT OUTCOMES IN THE COURSE (ESO)
Upon completion of this course, the student will be able to:

1. Demonstrate an understanding of the communication process and how to actively participate in the process.
2. Demonstrate an understanding of documenting and maintaining a log.
3. Demonstrate an understanding of how to pass information on to coworkers and receive it from coworkers.
4. Demonstrate an understanding of providing and accepting feedback.
5. Demonstrate an understanding of communicating effectively with management.
6. Demonstrate an understanding of communicating with colleagues and customers.
7. Demonstrate an understanding of effectively using electronic communication.
GENERAL EDUCATION OUTCOMES (ESO)
Specify which general education outcomes, if any, are substantially addressed by the course. Numbers in parentheses identify the Expected Student Outcomes linked to the specific General Education Outcome.

<table>
<thead>
<tr>
<th>Outcomes</th>
<th>ESO</th>
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PROGRAM-LEVEL OUTCOMES

CAREER AND TECHNICAL EDUCATION PROGRAM OUTCOMES
Specify which Career and Technical program outcomes, if any, are substantially addressed by the course by completing the “Career and Technical Education template” to show the relationship between course and program outcomes to assessment measures.

1. Students will demonstrate the ability to apply communication skills in workplace environment.
2. Students will demonstrate professional oral and written communication skills.
3. The program will graduate individuals who exhibit competence in the entry-level skills of good communication and customer service.

CLASS-LEVEL ASSESSMENT MEASURES
Student accomplishment of expected student outcomes may be assessed using the following measures. (Identify which measures are used to assess which outcomes.)

1. Classroom discussion/participation (1 – 7)
2. Assignments (1 –7)
3. Written examinations (1 -7)
4. Practical examinations (1 -7)
COURSE OUTLINE FORM

CATALOG NO. INTE 102

DISCIPLINE INTE

COURSE TITLE: Communication for Industry

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. The Communication Process
II. Workplace Communication
   A. Formal
   B. Informal
III. Verbal Communication
IV. Nonverbal Communication
V. Written Communication
VI. Documentation
   A. Types
   B. Purpose
VII. Information and Feedback
   A. Receiving information and feedback
   B. Providing information and feedback
VIII. Professional Communication
   A. Management
   B. Colleagues
   C. Customers
IX. Electronic Communication
   A. Email
   B. Social Media
   C. Phone