

NC 686: COMMUNICATION SKILLS FOR THE WORKPLACE

Citrus College Course Outline of Record

Heading	Value
Effective Term:	Fall 2022
Credits:	0
Total Contact Hours:	8
Lecture Hours :	8
Lab Hours:	0
Hours Arranged:	0
Outside of Class Hours:	16
Transferable to CSU:	No
Transferable to UC:	No
Grading Method:	Non-Credit Course

Catalog Course Description

This course is designed to equip students with the necessary soft skills to succeed in a workplace setting. It introduces and covers such soft skills as time management, following dress codes, work ethics, verbal and nonverbal communication, conflict management, teamwork, and respecting diverse groups. Open entry/exit. 8 lecture hours.

Course Objectives

- Develop appropriate communication skills (verbal and nonverbal) for the workplace.
- Learn about and identify key soft skill competencies.
- Develop appropriate attitudes and behaviors in order to succeed in a workplace setting.
- Identify and recognize the basics of teamwork.
- Understand expectations of employers, including dress and other codes of conduct.
- Demonstrate improved communication skills with coworkers and superiors.

Major Course Content

1. Definition of and introduction to the importance of soft skills in a workplace setting
2. Definition of and introduction to soft skill competencies
 - a. Self-evaluation
 - b. Personal responsibility
 - c. Positive attitude
 - d. Good work habits
 - e. Time management
 - f. People skills
 - i. Communication
 - g. Proactive learning
 - h. Problem-solving
 - i. Decision-making
 - j. Service
 - k. Teamwork
3. Development of appropriate attitudes in workplace settings

4. Introduction to communication skills: verbal and non-verbal, including tone of voice, body language, word choice, etc.
5. Introduction to interpersonal and teamwork skills
6. Introduction to personal qualities and work ethics

Suggested Reading Other Than Required Textbook

- <https://www.okcareertech.org/educators/cimc/resources/downloads-1/pdf-files/soft-skills-some-suggested-resources>

Examples of Required Writing Assignments

Write a short paragraph about three consequences of not being a dependable employee. Include any relevant personal experiences or examples. Be prepared to share your paragraph with a partner.

Examples of Outside Assignments

Read a sample employee code of conduct manual and discuss it in a small group.

Instruction Type(s)

Lecture, Online Education Lecture