



COURSE OUTLINE

Course Name: Workplace Communication

Department Head/Coordinator: Department Head: Kathy O'Donnell

School or Centre:		Department:	
School of Arts and Science		Community & Career Education	
Course History:		Year of Study:	
Replacement Course		Below Grade 10 Equivalency	
Name of Replacing Course (if applicable):	Workplace Communication RETS 0663	Course Number:	REHC 0603
		Number of Credits:	3.0

Course Pre-requisites (if applicable):

Admission to the program

Course Co-requisites (if applicable):

PLAR (Prior Learning Assessment & Recognition)

No Yes (details below):

Course Description:

This course covers the essential communication skills needed in the workplace and interview skills. Students practice the basics of effective communication and conversational skills such as appropriate greetings and introductions, the use of eye contact, active listening skills, handling criticism and conflict, giving and taking direction. Topics also include identifying the difference between public and private information, and workplace confidentiality.

Students are introduced to effective customer relations and learn the importance of developing a positive and professional attitude towards customers.

Students are coached on successful interview techniques, pre interview preparation and employment research.

Note to instructors: An instructional strategy is an approach that an instructor uses to achieve the learning outcomes (e.g., lecture, case study, video, group work).

Instructional Strategies:

Instructional strategies include but are not limited to: lecture, classroom discussion, demonstrations, experiential learning and practice.

Course Learning Outcomes:

At the end of this course students will:

- employ appropriate conversational skills with fellow students, coworkers and supervisors
- employ listening skills in order to complete workplace assignments
- use appropriate communications skills to effectively receive and respond to criticism and conflict
- interact in a courteous and professional manner with customers in the workplace
- display a positive and professional attitude towards customers
- use the principles of customer service consistently when working with customers in a service environment
- participate in a workplace practicum interview
- present personal strengths and qualifications in a supportive practicum interview with employer
- demonstrate leadership skills to classmates and instructor in the classroom and lab

Program Learning Outcomes:

Upon successful completion of the Retail and Hospitality Careers Certificate, students will:

1. Apply organizational and time management skills to meet the demands of the service industry.
2. Apply FOODSAFE™ and worker safety principles consistently when working in a service industry workplace.
3. Interact with customers, co-workers and supervisors in a polite and professional manner using appropriate workplace communication skills.
4. Conduct themselves in a professional manner in the workplace, consistent with industry standards.
5. Differentiate among a wide variety of workplace opportunities in retail and hospitality industry.
6. Apply basic knowledge of the equipment and procedures in a service industry.
7. Perform skills specific to industry in an independent and reliable manner.
8. Accurately use industry terms, products, principles and skills.
9. Describe industry groups and customer profiles within industry sectors.

Evaluation/Grading System *(Click on drop down box arrows to see list of options)*

Grading System	Specify if 'Other':	Specify Passing Grade:
Satisfactory/Unsatisfactory		S (where S = 50%)

Components and Weighting of the Assessment/Evaluation Plan: *(Click on drop down box arrows to see list of options)*

Type	Percentage	Evaluation Plan (provide a brief explanation for each component especially if value exceeds 35%):
Participation	30	Checklist to evaluate active participation in learning completed by faculty
Quizzes/Tests	20	Verbal and/or written
Other	30	Ongoing observation and analysis of communication skills performed by faculty
Other	10	Completion of course work
Other	10	Checklist to evaluate participation in practicum interviews
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Total		100

Learning Environment/Type *(Select all that are used within the course)*

Instruction Type	Hours Per Instruction Type	Comments
L - Classroom	50	
E - Seminar	25	
Enter Total Hours	75	

Resource Material(s):

Resources are items in addition to tuition that the student is responsible for purchasing. Course resource information will be supplied by the department/instructor.

Course Topics and Sequence Covered:

Effective Communication
Interview Skills
Assertiveness
Customer Service
Goal Setting
Leadership Skills

VCC Education and Education Support Policies

There are a number of **Education** and **Education Support** policies that govern your educational experience at VCC, please familiarize yourself with them.

The policies are located on the VCC web site at:

<http://www.vcc.ca/about-vcc/policies/index.cfm>

To find out how this course transfers, visit the BC Transfer Guide at www.bctransferguide.ca.

FOR COMMITTEE USE ONLY

Date Approved by Education Council:		Date Approved by VCC Board (if applicable):	
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