



CAAW 0633: Communication Skills

EFFECTIVE DATE

September 2017

DEPARTMENT

Community & Career Education

DESCRIPTION

This course introduces students to elements of communication and guides them in the application of these skills in developing positive interpersonal and customer relations. Students review how behavioral responses impact co-workers and supervisors at the workplace. Students learn the importance of developing a positive and professional attitude towards customers. This course is part of the Career Awareness program.

CREDITS

5.0

YEAR OF STUDY

ABE Fundamental Literacy(Grade8&below)

PREREQUISITES

Admission to the Career Awareness Program

COREQUISITES

None

COURSE LEARNING OUTCOMES

Upon successful completion of this course, students will be able to:

- recognize and define the elements of communication (sender, message and receiver)
- identify barriers to communication and use strategies to overcome barriers
- ask for clarification and demonstrate techniques (i.e. paraphrasing, asking questions) to assist communication
- engage in active listening
- differentiate between passive, aggressive and assertive communication
- respond to instructions, feedback, and criticism
- identify personal learning strategies
- describe personal attributes and strengths

- identify and demonstrate the use of empathetic listening skills
- identify and demonstrate ways of dealing with challenging customers
- display/use effective communications and customer service skills
- identify the impact and importance of first impressions

PRIOR LEARNING ASSESSMENT & RECOGNITION (PLAR)

None

HOURS

Lecture: 100

INSTRUCTIONAL STRATEGIES

lectures, presentations, demonstrations, discussion groups, case studies, field assignments and independent or group projects, field practicum, audio visual and web related materials, individualized and group tutorial

GRADING SYSTEM

Satisfactory/Unsatisfactory

PASSING GRADE

S- Satisfactory=50%

EVALUATION PLAN

Type	Percentage	Assessment activity
Assignments	15	in class assignments and projects
Quizzes/Tests	30	
Final Exam	10	
Participation	20	
Other	25	observation of demonstrated skills - checklist

COURSE TOPICS

- Handling criticism and conflict
- Active listening, initiating and maintaining conversation
- Choosing suitable conversations for work

- Passive, assertive, and aggressive behaviors
- Positive attitudes and emotions at work
- Building self confidence and self esteem
- Personal strengths and limitations
- Positive customer service skills
- Getting along with others
- Questioning techniques, paraphrasing
- Non verbal communications
- Barriers to communications
- Building friendships

LEARNING RESOURCES

None

Notes:

- Course contents and descriptions, offerings and schedules are subject to change without notice.
- Students are required to follow all College policies including ones that govern their educational experience at VCC. Policies are available on the VCC website at:
<https://www.vcc.ca/about/governance--policies/policies/>.
- To find out how this course transfers, visit the BC Transfer Guide at <https://www.bctransferguide.ca>.

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Generated at: 6:10 pm on Apr. 10, 2021