

Glendale College
Course Outline of Record Report
01/31/2025

SPCH107 : Career Communication

General Information

Author:	<ul style="list-style-type: none">Samantha Garagliano
Course Code (CB01) :	SPCH107
Course Title (CB02) :	Career Communication
Department:	SPCH
Proposal Start:	Spring 2025
TOP Code (CB03) :	(1506.00) Speech Communication
CIP Code:	(09.0101) Speech Communication and Rhetoric.
SAM Code (CB09) :	Non-Occupational
Distance Education Approved:	No
Will this course be taught asynchronously?:	No
Course Control Number (CB00) :	CCC000575573
Curriculum Committee Approval Date:	05/22/2024
Board of Trustees Approval Date:	07/16/2024
Last Cyclical Review Date:	05/22/2024
Course Description and Course Note:	SPCH 107 is an introductory course focusing on effective oral communication in the workplace. Emphasis is placed on examining the theoretical and practical aspects of effective business and professional communication, from preparation and presentation to observation and analysis. The course focuses on developing skills in language, listening, verbal and nonverbal behaviors, interviewing, informative and persuasive presentations, conflict management, group problem-solving, and cross-cultural communication in the workplace. Speech 107 addresses challenges associated with oral communication in a career setting. The course is designed for students of all majors, not only students seeking a career in business.
Justification:	Mandatory Revision
Academic Career:	<ul style="list-style-type: none">Credit
Mode of Delivery:	No value
Author:	No value
Course Family:	No value

Academic Senate Discipline

Primary Discipline:	<ul style="list-style-type: none">Speech Communication
Alternate Discipline:	No value
Alternate Discipline:	No value

Course Development

Basic Skill Status (CB08)

Course is not a basic skills course.

Allow Students to Gain Credit by Exam/Challenge

Course Special Class Status (CB13)

Course is not a special class.

Pre-Collegiate Level (CB21)

Not applicable.

Grading Basis

- Grade with Pass / No-Pass Option

Course Support Course Status (CB26)

Course is not a support course

General Education and C-ID

General Education Status (CB25)

Not Applicable

Transferability

Transferable to both UC and CSU

Transferability Status

Approved

Units and Hours

Summary

Minimum Credit Units (CB07)	3
Maximum Credit Units (CB06)	3
Total Course In-Class (Contact) Hours	54
Total Course Out-of-Class Hours	108
Total Student Learning Hours	162

Credit / Non-Credit Options

Course Type (CB04)

Credit - Degree Applicable

Noncredit Course Category (CB22)

Credit Course.

Noncredit Special Characteristics

No Value

Course Classification Code (CB11)

Credit Course.

Variable Credit Course

Funding Agency Category (CB23)

Not Applicable.

Cooperative Work Experience Education

Status (CB10)

Weekly Student Hours

	In Class	Out of Class
Lecture Hours	3	6
Laboratory Hours	0	0
Studio Hours	0	0

Course Student Hours

Course Duration (Weeks)	18
Hours per unit divisor	0
Course In-Class (Contact) Hours	
Lecture	54

Laboratory	0
Studio	0
Total	54

Course Out-of-Class Hours

Lecture	108
Laboratory	0
Studio	0
Total	108

Time Commitment Notes for Students

No value

Units and Hours - Weekly Specialty Hours

Activity Name	Type	In Class	Out of Class
No Value	No Value	No Value	No Value

Pre-requisites, Co-requisites, Anti-requisites and Advisories

Advisory

ESL151 - Reading And Composition V

Objectives

- Read and critically analyze various academic readings.
- Summarize readings.
- Organize fully-developed essays in both expository and argumentative modes.
- Compose a 500 to 550-word essay which: summarizes and cites appropriately a reading passage; includes a clear thesis statement; uses evidence to support the thesis; shows clear organization into an introduction, body, and conclusion.
- Revise writing to eliminate errors in syntax, and grammatical constructions.
- Employ basic library research techniques.
- Compose one research paper (1,000 words) or two short research papers (500-700 words each) with citations.

OR

Advisory

ENGL101 - Introduction to College Reading and Composition

Objectives

- Read, analyze, and evaluate a variety of primarily non-fiction readings for content, context, and rhetorical merit with consideration of tone, audience, and purpose.
- Apply a variety of rhetorical strategies in writing unified, well-organized essays directed by a well-reasoned thesis statement with persuasive support.
- Develop varied and flexible strategies for generating, drafting, and revising essays.
- Analyze stylistic choices in their own writing and the writing of others.
- Write timed, in-class essays exhibiting acceptable college-level control of mechanics, organization, development, and coherence.
- Integrate the ideas of others through paraphrasing, summarizing, and quoting without plagiarism.

- Find, evaluate, analyze, and interpret primary and secondary sources, incorporating them into written essays using appropriate documentation format.
- Proofread and edit essays for presentation so they exhibit no disruptive errors in English grammar, usage, or punctuation.

Entry Standards

Entry Standards	Description
No value	No value

Course Limitations

Cross Listed or Equivalent Course	Description
No value	No value

Specifications

Methods of Instruction

Methods of Instruction	Lecture
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Methods of Instruction	Discussion
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Methods of Instruction	Collaborative Learning
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Out of Class Assignments

- Essay that responds, explains, analyzes, argues, and/or evaluates a communication principle
- Reading assignments from textbooks and/or journal articles
- Journaling

Methods of Evaluation

Rationale

Activity (answering journal prompt, group activity)	Discussions and active participation in group activities
Presentation (group or individual)	Oral presentations
Project/Portfolio	Oral and written assignments of sufficient length and complexity to require students to demonstrate independent research, organization, critical thinking and communication skills

Exam/Quiz/Test

Quizzes

Exam/Quiz/Test

Comprehensive final exam

Textbook Rationale

No Value

Textbooks

Author

Title

Publisher

Date

ISBN

Adler, Ronald

Communicating at Work:
Principles for Business and
Professions

McGraw-Hill

2023

978-1264305087

Quintanilla, Kelly

Business and Professional
Communication: KEYS for
Workplace Excellence

SAGE

2023

978-1071825266

Other Instructional Materials (i.e. OER, handouts)

No Value

Materials Fee

No value

Learning Outcomes and Objectives

Course Objectives

Explain how the formal and informal structures of an organization affect workplace communication.

Describe the role that personal and group identities play in workplace communication (e.g. personality, culture, gender).

Prepare, practice and present various oral presentations in an ethical manner (e.g. interview, informative presentation, persuasive presentation, group presentation).

Demonstrate the ability to work cooperatively in interpersonal and small group settings to successfully accomplish tasks.

Demonstrate the ability to prepare a business presentation.

Identify potential conflicts concerning oral communication in the workplace within various contexts.

SLOs

Identify the theoretical and practical essentials of oral communication in the workplace.

Expected Outcome Performance: 70.0

ILOs Communicate clearly, ethically, and creatively; listen actively and engage respectfully with others; consider situational, cultural, and personal contexts
Core within or across multiple modes of communication.
ILOs

Solve workplace challenges by analyzing problems and developing solutions.

Expected Outcome Performance: 70.0

ILOs Analyze and solve problems using critical, logical, and creative thinking; ask questions, pursue a line of inquiry, and derive conclusions; cultivate
Core creativity that leads to innovative ideas.
ILOs

Demonstrate the ability to prepare and deliver various types of oral presentations in the workplace.

Expected Outcome Performance: 70.0

ILOs Communicate clearly, ethically, and creatively; listen actively and engage respectfully with others; consider situational, cultural, and personal contexts
Core within or across multiple modes of communication.
ILOs

Course Content

Lecture Content

Introduction to Communication (7 hours)

- Orientation and overview of communication theory
- Definitions (e.g. communication process models)
- Types and levels of communication
- Models, contexts and variables of oral communication
- Ethical considerations in oral communication

Fundamentals of Career Communication (13 hours)

- Business and professional communication
- Authentic Communication
- Oral communication and career success
- Settings and functions of workplace communication
- Communication in the Information Age
- Reasons for communication failure
- Interactive listening
- Importance of listening
- Assumptions about listening
- Barriers to effective listening
- Environmental
- Physiological
- Psychological
- Formal and informal communication networks
- Networking
- Organizational culture and communication climate
- Verbal and nonverbal communication channels
- Clarity and ambiguity
- Inflammatory language
- Feminine and masculine language use

- Types of nonverbal communication

Intercultural Communication (7 hours)

- The nature of culture Intercultural social realities
- Intercultural perspectives
- Intercultural conflicts
- Intercultural communication variables
- Communication in a diverse society
- Race and ethnicity
- Social class
- Generational and regional differences
- Customs and behaviors
- Disabilities

Interpersonal and Small Group Communication (13 hours)

- Job interviewing types and skills
- Job interviewing strategies
- Types of research
- Obligations of the interviewer
- Obligations of the interviewee
- The empowering interview
- Group functioning in the workplace
- Leading and working in teams
- Types of leadership
- Strengths and liabilities
- Meeting management
- Enhancing the communication climate
- Decision-making process
- Dealing with difficult people and situations
- Bullying
- Sexual harassment
- Handling conflicts productively
- Negotiating and problem solving

Presentational Speaking (14 hours)

- Types and functions of presentational speaking
- Strategic planning of the presentation
- Analyzing your audience
- Analyzing yourself
- Developing a thesis
- Organizing the presentation
- Verbal and visual support
- Citing sources
- Presentation aids
- Delivery
- Impromptu presentations
- Individual presentations
- Informative presentations
- Persuasive presentations
- Group presentations

Total hours: 54