

# Oral/Interpersonal Communication

## Course Outcome Summary

### ***Course Information***

<b>Organization</b>	WTCS - Wisconsin Technical College System
<b>Developers</b>	WTCS General Studies Instructors
<b>Development Date</b>	2/14/1995
<b>Revised Date</b>	1/21/2004
<b>Course Number</b>	10-801-196
<b>Instructional Level</b>	Associate Degree
<b>Potential Hours of Instruction</b>	54
<b>Total Credits</b>	3

### **Description**

Focuses upon developing speaking, verbal and nonverbal communication, and listening skills through individual presentations, group activities, and other projects.

### **Types of Instruction**

<b>Instruction Type</b>	<b>Contact Hours</b>	<b>Credits</b>
Classroom Presentation	54	3

### ***Competencies***

- A. Analyze communication situations**  
**Conditions - Competence will be demonstrated:**  
A.1. in oral, visual, and/or written form  
**Criteria - Performance will be satisfactory when:**  
A.1. analysis illustrates how the elements of the communication model apply to a communication situation  
A.2. analysis identifies how participants fulfill communication responsibilities in terms of the communication model  
A.3. analysis identifies elements which impact the communication situation  
A.4. analysis suggests techniques to improve the communication situation
- B. Apply nonverbal skills**  
**Conditions - Competence will be demonstrated:**  
B.1. in oral, visual, and/or written form  
**Criteria - Performance will be satisfactory when:**  
B.1. you analyze nonverbal messages in various communication situations  
B.2. analysis accounts for cultural and gender differences  
B.3. analysis characterizes the type of nonverbal communication used  
B.4. analysis determines whether nonverbal cues reinforced any related verbal message  
B.5. analysis assesses the impact of nonverbal skills on communication
- C. Apply listening skills**

**Conditions - Competence will be demonstrated:**

C.1. in oral, visual, and/or written form

**Criteria - Performance will be satisfactory when:**

- C.1. you distinguish among levels of listening
- C.2. you apply strategies for listening in various situations
- C.3. you interpret speaker's cues
- C.4. you clarify ambiguous messages

**D. Contribute as a group or team member**

**Conditions - Competence will be demonstrated:**

D.1. in oral, visual, and/or written form

**Criteria - Performance will be satisfactory when:**

- D.1. you perform multiple roles within a group
- D.2. you participate in group interaction without prompting
- D.3. you avoid negative group roles
- D.4. you listen to group members
- D.5. you evaluate the process of group interactions
- D.6. evaluation describes group situation
- D.7. evaluation analyzes the decision-making strategies used by the group
- D.8. evaluation analyzes the task, maintenance, and leadership roles performed by members

**E. Apply conflict resolution skills**

**Conditions - Competence will be demonstrated:**

E.1. in oral, visual, and/or written form

**Criteria - Performance will be satisfactory when:**

- E.1. you apply conflict resolution strategies to a real or simulated conflict situation
- E.2. you define the conflict clearly, using non-judgmental language
- E.3. you identify two or more conflict resolution strategies that could be used
- E.4. you assess the probable effectiveness of each of the resolution strategies
- E.5. you present a rationale for choosing one of the strategies, showing how it could resolve the conflict objectively
- E.6. you assess the effectiveness of conflict resolution strategy
- E.7. you use assertive verbal and nonverbal behaviors effectively

**F. Evaluate how perception affects communication**

**Conditions - Competence will be demonstrated:**

F.1. in oral, visual, and/or written form

**Criteria - Performance will be satisfactory when:**

- F.1. you illustrate a situation in which perceptions vary
- F.2. you evaluate the accuracy of perceptions
- F.3. you assess the impact of perceptual processes
- F.4. you suggest ways in which to minimize communication obstacles caused by differences in perception

**G. Evaluate how self-concept impacts communication**

**Conditions - Competence will be demonstrated:**

G.1. in oral, visual, and/or written form

**Criteria - Performance will be satisfactory when:**

G.1. you illustrate how self-concept affects the communication styles of participants in specific communication situations

G.2. you suggest strategies for minimizing negative effects of self-concept in specific communication situations

G.3. you suggest strategies for enhancing the effect of positive self-concept in communication situations

G.4. you assess how self-concept affects personal communication style

**H. Analyze how culture, including gender, impacts communication styles**

**Conditions - Competence will be demonstrated:**

H.1. in oral, visual, and/or written form

**Criteria - Performance will be satisfactory when:**

H.1. you analyze how culture, including gender, affects given communication situations

H.2. analysis points out cultural differences exhibited in communication styles in the given situations

H.3. analysis points out gender differences exhibited in communication styles in the given situations

H.4. analysis illustrates how differences affect communication situation

H.5. analysis suggests strategies for minimizing the impact of cultural differences on the communication situation

H.6. you explain the need for sensitivity to individual differences

**I. Deliver an oral presentation**

**Conditions - Competence will be demonstrated:**

I.1. in a speaking situation that may include visual and/or written components

**Criteria - Performance will be satisfactory when:**

I.1. you plan the presentation

I.2. presentation shows clear purpose

I.3. presentation is appropriately tailored to meet the needs of a specific audience

I.4. presentation includes strong components including introduction, body, and conclusion

I.5. presentation follows an effective organizational pattern

I.6. presentation includes sufficient supporting material and reflects research of topic

I.7. you gain and hold audience's attention

I.8. you use extemporaneous delivery style

I.9. you appear confident and natural

I.10. you use effective eye contact to establish rapport with the audience

I.11. you use effective nonverbal communication (body language, gesture, vocal variety)

I.12. you use effective and appropriate language

I.13. you identify the elements of effective oral presentations

**J. Develop strategies for overcoming communication obstacles**

**Conditions - Competence will be demonstrated:**

J.1. in oral, visual, and/or written form

**Criteria - Performance will be satisfactory when:**

J.1. you analyze communication obstacles present in real or simulated communication situations

- J.2. analysis identifies obstacles present for participants in situation
- J.3. analysis suggestions strategies for overcoming obstacles
- J.4. analysis explains why strategies should improve the situation
- J.5. you identify two or more personal communication obstacles
- J.6. you analyze possible causes of personal communication obstacles
- J.7. you outline strategies for overcoming personal obstacles to communication
- J.8. you provide evidence of personal improvement in overcoming communication obstacles