



Wisconsin Indianhead Technical College

32801363 Applied Communications 2

Course Outcome Summary

Course Information

Description	This course fully explores effective listening, speaking, reading, and writing in the workplace. Students take notes, deliver presentations, work in groups, and write program-related documents. Students also complete professional portfolios, making them interview ready.
Instructional Level	Two-Year Technical Diploma
Total Credits	2.00
Total Hours	48.00

Types of Instruction

Instruction Type	Credits/Hours
Classroom Presentation	2/48

Pre/Corequisites

Prerequisite 32801361 Applied Communications 1

Course Competencies

1 Demonstrate appropriate communication skills necessary for seeking employment

Assessment Strategies

by creating a portfolio
in an in-person job interview

Criteria

Your performance will be successful when:

- portfolio includes a cover letter
- portfolio includes a resume
- portfolio includes a list of references
- portfolio includes letters of recommendation
- portfolio includes transcripts
- portfolio includes documentation of program projects
- portfolio documents demonstrate proper spelling, punctuation, and grammar
- you respond to interview questions appropriately
- you ask interview questions appropriately

Learning Objectives

Identify documents included in a job portfolio

Discuss the purpose of a job portfolio
Describe appropriate responses to interview questions
Identify questions to ask at an interview

2 Communicate effective job-related messages

Assessment Strategies

in verbal and written messages

Criteria

Your performance will be successful when:

you use appeals appropriate to the identified target audience
your message displays correct use of English conventions
you use a positive tone to convey the desired meaning

Learning Objectives

Identify your audience
Produce a memo for the workplace
Write a business letter
Create an e-mail message
Demonstrate ability to leave a voicemail message

3 Demonstrate effective communication skills necessary for keeping a job

Assessment Strategies

by communicating verbally and nonverbally

Criteria

Your performance will be successful when:

you use appeals appropriate to the identified target audience
you use standard English conventions
you use appeals likely to elicit the desired responses
you use nonverbal communication to display desired message

Learning Objectives

Demonstrate appropriate nonverbal communication
Use appropriate workplace communication
Apply rules of respectful and courteous communication
Demonstrate inclusive communication

4 Use effective research skills

Assessment Strategies

in written documents and/or oral presentations

Criteria

Your performance will be successful when:

document/presentation includes a list of sources used
document/presentation sources are reliable
document/presentation sources are appropriate for the topic
document/presentation sources are properly cited

Learning Objectives

Outline a research plan
Find sources as needed
Incorporate sources into written documents and oral presentations

5 Apply listening skills

Assessment Strategies

in oral, visual, and/or written form

Criteria

Your performance will be successful when:

- you apply strategies for listening in various situations
- you interpret speaker's cues
- you clarify ambiguous messages

Learning Objectives

- Explain the importance of effective listening skills
- Recognize barriers to effective listening
- Demonstrate strategies to overcome barriers to effective listening