

BUS 151
PEOPLE SKILLS

COURSE DESCRIPTION:

Prerequisites: None

Corequisites: None

This course introduces the basic concepts of identity and communication in the business setting. Topics include self-concept; values; communication styles; feelings and emotions; roles versus relationships; and basic assertiveness, listening, and conflict resolution. Upon completion, students should be able to distinguish between unhealthy, self-destructive communication patterns and healthy, non-destructive, positive communication patterns. Course Hours Per Week: Class, 3. Lab, 0. Semester Hours Credit, 3.

COURSE OBJECTIVES:

At the completion of the course requirements, the student will be able to:

- a. Define communication
- b. Identify different types of communication
- c. Explain what is meant by effective communication
Understand the importance of building a rapport
Understand the difference between intent and interpretation
Understand how to give instructions
Understand the importance of giving corrective feedback
Understand the importance of giving positive feedback
- d. Explain what is meant by efficient communication
- e. Understand the importance of effective communication in any professional setting.
- f. Understand the Importance of Interpersonal Communication
- g. Understand the dynamics of interactions in a Contemporary Organization
- h. Generate Constructive Communication
Identify the key components of effective communication
- i. Understand the Power of Perceptions
- j. Identify Communication Cues
- k. Recognize Verbal Cues
- l. Recognize Vocal Cues
- m. Recognize Visual Cues
- n. Understand different Communication Styles
- o. Understand different Thought Patterns
- p. Understand the various Communication Profiles that exist
- q. Describe the communications process; discuss barriers to communication and suggest remedies to overcome communications difficulties.
- r. Deal with Counterproductive Communication
- s. Plan, Organize, and Executive productive meetings
- t. Understand the steps to plan successful presentations
- u. Understand how organizational behavior impacts communication
- v. Define and understand the importance of entrepreneurial thinking
- w. Understand the link between motivation and performance
- x. Understand the different types of management theory

OUTLINE OF INSTRUCTION:

- I. The Importance of Communication
 - A. How do we communicate?
 - 1.) How do we normally think of communication?
 - 2.) Shift in mind-set and skills
 - B. The importance of interpersonal communication
 - C. Interactions in a Contemporary Organization
- II. The Power of Perceptions
 - A. Communication Cues
 - B. Verbal Cues
 - C. Vocal Cues
 - D. Visual Cues
- III. Profiles and Preferences
 - A. Communication Styles
 - B. Communication Profiles
- IV. Organizational strategy
- V. Planning tools and techniques
- VI. Foundations of decision-making
- VII. The Building Blocks of Effective Interactions
- VIII. Types of Management Styles
- IX. Motivation
- X. Making the Most of Meeting
- XI. Steps to Successful Presentations

REQUIRED TEXTBOOKS AND MATERIALS:

Anne Bruce and James S. Pepitone. Motivating Employees. McGraw Hill Inc.: New York, New York 1999.
Lani Arredondo. Communicating Effectively. McGraw Hill Inc., New York, New York 2000.

STATEMENT FOR STUDENTS WITH DISABILITIES:

Students who require academic accommodations due to any physical, psychological, or learning disability are encouraged to request assistance from a disability services counselor within the first two weeks of class. Likewise, students who potentially require emergency medical attention due to any chronic health condition are encouraged to disclose this information to a disability services counselor within the first two weeks of class. Counselors can be contacted by calling 686-3652 or by visiting the Student Development Office in the Phail Wynn Jr. Student Services Center, room 1309.