



## COMMUNICATION SKILLS I ENGL 201

### Course Description

This course exposes students to the basic communication strategies such as speaking, listening, observing and memory training.

**Credit: 3 credits**

**Repeatable: No**

### Course Structure

This course is structured to be presented as lecture workshops. Lectures are designed to be interactive and experiential and students are expected to play an active role at all times by talking among themselves and to the class coordinator.

### Competencies:

This course emphasizes competencies to enhance skills essential for a future health care professional.

- Knowledge
  - **Demonstrate content knowledge and skills in foundational courses required by biomedical professionals**
  - **Demonstrate information literacy**
  - Demonstrate quantitative reasoning
  - **Demonstrate longitudinal learning through coursework**
- Critical Thinking
  - **Develop the skills of self-reflection and peer assessment to improve personal performance**
  - **Demonstrate the ability to analyze literature and written material**
  - **Demonstrate the ability to distinguish between well-reasoned and poorly reasoned arguments**
- Communication Skills
  - **Demonstrate effective presentation skills to faculty and peers**
  - **Demonstrate effective listening skills**
  - **Demonstrate effective written communication**

**Objectives:**

Upon completion of ENGL 201, the student should be able to:

- Demonstrate an understanding of the human communication process.
- Demonstrate an understanding of the different communication models.
- Discuss the relationship between verbal and non-verbal communication.
- Discuss the importance of intra-personal communication and how it affects interpersonal communication.
- Demonstrate a knowledge of the components of interpersonal communication.
- Develop and practice communication skills in verbal, non-verbal and listening techniques.
- Demonstrate an understanding of assertive and non-assertive styles of communication.
- Analyze and assess the qualities that make communication effective.
- Practice all the skills needed for effective interpersonal communication.

**Schedule:** Dates and times to be posted at the beginning of the term on the online calendar.

**Course Topics/Outline**

Activity #	Lecture Topic
Week 1	The Communication Process/Communication Models
Week 2	The Verbal Component of Communication
Week 3	The Non-Verbal Component of Communication, <b>Class Test 1</b>
Week 4	Active Listening
Week 5	Applied Listening & Presentation Skills, <b>Class Test 2</b>
Week 6	Review 1
Week 7	<b>Mid-Term Examination</b>
Week 8	Intrapersonal Communication
Week 9	Intrapersonal Communication, <b>Class Test 3</b>
Week 10	Interpersonal Communication: Relationships, power
Week 11	Interpersonal Communication: Communication Styles
Week 12	Conflict in Communication, <b>Class Test 4</b>
Week 13	Review 2
Week 14	<b>Final Examination</b>

**Assignments:**

Assignments will be posted at the beginning of each term with the due dates.

**Textbooks and Reference Materials:**

Roy Berko, Andrew Wolvin, Darlyn R. Wolvin, Joan E. Aitken. Communicating: A Social, Career, and Cultural Focus. 12<sup>th</sup> Edition. Publisher: Routledge.

Text will be supplemented with relevant handouts and copies of the modules presented in class.

**Evaluation:** Students are evaluated by four class tests, a midterm exam, a final exam, assignments and their attendance.

**Points:**

	Points*
Assignment	10%
Quizzes	15%
Mid term	30%
Final Exam	40%
Attendance	5%
Total Points	100%

\*Points are approximate and may be adjusted during the term. Students will be notified of changes.

**Grades:**

Percent of Points	Letter Grade
95 – 100%	A(h)
90 – 94%	A
85 – 89%	B+
80 – 84%	B
75 – 79%	C+
70 – 74%	C
<70%	F

**Attendance:**

The students must attend all the lectures, quizzes, and exams. Attendance in the class will be recorded. Students attended 80% or more will be awarded with 5% on total scoring system. Please note that absences due to illness or misadventure will be factored into the 20% of allowable absences if informed respective faculty or the Dean of Students.

**Policies:**

Professional Demeanor

The student should be thoughtful and professional when interacting with faculty and other students. Inappropriate behavior includes the use of offensive language, gestures, or remarks with sexual overtones. Students should maintain a neat and clean appearance, and dress in attire that is generally accepted as professional.

Honesty

Students are expected to demonstrate honesty and integrity in all aspects of their education and in their interactions with faculty, administration, physicians, patients, and fellow students. They will not cheat, plagiarize, or assist others in the commission of these acts.

**Faculty and Office Hours:**

Mrs. Jeannette France, Lecturer

Student can schedule an appointment by email.