

Online Bachelor Completion Program Pre-Syllabus

Class ID and Title: Professional Communication 325j

Quarter and Year: Winter 2010

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Course Description and Prerequisites: Tier I Eng & (JR or SR)

PRCM 325J has a strategic focus to develop the intrapersonal and interpersonal communication skills necessary to succeed in the workplace, with emphasis on refining professional writing and presentation skills. Attention is given to strengthening strategic managerial communication skills for greater success in the complex and sometimes problematic workplace. *The most successful players in the new world of work will be those with highly developed communication skills. The lectures, discussions, assignments, and exercises in this course are designed to improve your strategic business communication skills.*

Learning Objectives:

By the end of this course you will recognize and improve the use of intrapersonal (existing or occurring within the individual self or mind) communication and interpersonal (existing or occurring between persons) communication and how to use these skills to gain success in your personal and professional lives.

- Explain how the study of human relations will help you achieve career success and increased work/life balance.
- Identify major forces influencing human behavior at work.
- Identify ways to improve personal communication, including developing listening skills.
- Summarize how communication flows throughout an organization and how to improve the flow when necessary.
- Produce effective communication through technology.
- Interpret communication style, style flexing, and the effect on interpersonal relations.
- Explain how constructive self-disclosure contributes to improved interpersonal relationships.
- Explain the specific benefits you can gain from self-disclosure.
- Design how to deal with your anger and the anger of others.
- Explain the importance of professional presence.
- Discuss the factors that contribute to a favorable first impression.
- Utilize assertiveness skills in conflict situations.
- Explain when and how to implement effective negotiation skills.
- Identify key elements of the conflict resolution process.

General Course Requirements: weekly papers, online quizzes, and peer interaction participation

Required Materials:

Text:

Reece, B. L., & Brandt, R. (2008). *Effective Human Relations* (Tenth ed.). New York, NY: Houghton Mifflin Company.

Exam Requirements:

Number of exams – 17 quizzes

Proctoring requirements - none

Special examination requirements - open book with notes allowed