

Course Outline and Objectives

Course Title: Effective Communication Skills Supervisors

Module Number and Name	Competency/Outcome/Objective
1. Communication	1. Learners will define the term communication.
	2. Learners will label the parts of a communication transaction (sender/receiver)
	3. Learners will describe the various types of communication transactions that take place in a business environment.
2. Supervisors and Effective Communication	1. Learners will identify the various situations in which supervisors need to rely on effective communication skills.
	2. Learners will evaluate their current level of communication skills.
	3. Learners will prioritize areas for self-growth/self-study. This will shape how the learner navigates through the course.
3. Verbal and Non-verbal Communication	1. Learners will distinguish and correctly identify forms of non-verbal from verbal communication.
	2. Learners will observe people

Form adapted from Smith, R. M. *Conquering the Content*. San Francisco: Jossey-Bass, 2008.

	engaging in communication and judge the non-verbal and verbal communication skills.
	3. Learners will evaluate their own non-verbal and verbal communication skills.
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4. Written-Communications	1. Learners will describe the various situations in which managers/supervisors produce written communications.
	2. Learners will list basic rules of Netiquette.
	3. Learners will evaluate and label e-mail examples as effective or non-effective.
	4. Learners will identify and be able to locate resources for English grammar, producing forms for company, and company policies for written communication.
	5. Learners will write a sample letter of recommendation in accord with effective written communication skills and company policies.
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5. Phone Communication	1. Learners will identify the elements of effective phone communications.
	2. Learners will critique several phone conversations and rate effectiveness.
	3. Learners will create their own list of do's and don'ts for phone communication with employees and/or consumers.

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6. Small Group Communication	1. Learners will be able to list and describe different styles of small group communication.
	2. Learners will evaluate their own leadership style and small groups.
	3. Learners will be able to select the appropriate leadership style for a given small group situation.
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Module Number and Name	Competency/Outcome/Objective
7. Communicating with Difficult People	1. Learners will identify several techniques used for dealing with difficult people.
	2. Learners will create additional strategies for dealing with difficult persons.
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8. Feedback: Giving and Receiving	1. Learners will define feedback.
	2. Learners will identify strategies for giving both positive and negative feedback.
	3. Learners will identify possible responses to feedback and evaluate which ones are productive.
	4. Learners will analyze their own response to feedback on their performance.
	5. Learners will create appropriate feedback for scenarios.
	6. Learners will apply strategies from module 7 to respond to

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	employees who have difficulty receiving feedback.
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9. Employee Evaluations	1. Learners will know how to locate and complete employee evaluation forms in accord with company policy.
	2. Learners will role play and evaluate employee and provide appropriate feedback.
	3. Learners will create employee evaluation plans for their departments.
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10. Course Summary and Course Evaluation	1. Learners will complete self-evaluation of their supervisory communication skills.
	2. Learners will complete course evaluation.