

Course Title: ___ Effective Communication Skills for Supervisors

Module Number and Name: ___#3 Verbal and Non-verbal Communication

Competency/Outcome/Objective	Assessment Ideas	Absorb	Do	Connect
1. Learners will distinguish and correctly identify forms of non-verbal from verbal communication.	When presented with a brief quiz or learning check, learners will label examples as verbal or non-verbal.	Learners will view a video clip which presents the difference between verbal and non-verbal communication.	Learners will complete a brief quiz or learning check and label examples as verbal or non-verbal.	In learning journal, learners will create a list of non-verbal and verbal behaviors in which they engaged during the past 24 hours.
2. Learners will observe people engaging in communication and judge the non-verbal and verbal communication skills.	Learners will watch videos of employee-supervisor interaction and submit evaluation of what is observed using 1-5 rating form with opportunity to add comments.	Learners will view PowerPoint of elements of effective non-verbal and verbal communication.	Learners will watch videos of employee-supervisor interaction and submit evaluation of what is observed using 1-5 rating form with opportunity to add comments.	In learning journal, learners will create a list of times when their verbal and non-verbal communication where not as effective in their current workplace when they could have been.
3. Learners will evaluate their own non-verbal and verbal communication skills.	Learners will return to journal from Module 2 and enter self-assessment.	Learners will view PowerPoint on importance of evaluating one's verbal and nonverbal communication skills for the workplace.	Learners will return to journal from Module 2 and enter self-assessment.	Learners will create goals for improving personal non-verbal and verbal communication.

