



COURSE OUTLINE

Standardized course outline for all for PACE offerings of this course
Effective January 2016

COURSE NUMBER:	DPS 15117 1802
COURSE NAME:	EFFECTIVE ORAL COMMUNICATION
INSTRUCTOR:	Janice Goldsborough
INSTRUCTOR CONTACT:	jgoldsborough@shaw.ca
DATES AND TIME:	April 10 – June 26, 2018 12 Tuesdays 6:00 – 9:00 pm
MATERIALS:	Course handouts and online resources will be posted on Nexus.
NEXUS:	Course materials, resources and assignments will be posted on Nexus, the online course management system, supporting the delivery of this course. Please use your WebAdvisor username and password to log in to the Nexus system to retrieve these materials and to access important class communication.

COURSE DESCRIPTION:

Whether you are promoting a product, explaining an idea, or communicating a vision, the way you present and respond to others can greatly affect your success in the workplace. This course is designed to help you become a more effective communicator. You will learn how to plan, create, organize and deliver effective oral presentations.

LEARNING OUTCOMES:

On completion of this course, students will:

- Learn key terminology, practices, and theories on oral communication;
- Explore different models of communication and communication styles;
- Understand influences and barriers impacting communication and group dynamics;
- Understand and demonstrate the components of an effective presentation and apply these to informative, persuasive, teaching and group presentations;
- Demonstrate knowledge of facilitation techniques;
- Use constructive feedback techniques to critique the work of others;
- Learn conflict resolution techniques.

DISCLAIMER:

Please consider this course outline as a general guide. Time constraints and other unforeseen factors may require some adaptation of the course materials.

LECTURE SCHEDULE:

SCHEDULE DATES	LECTURE TOPICS
April 10, 2018 Class #1	Introductions Overview of Effective Oral Communication Communication Foundations <ul style="list-style-type: none"> ▪ Terminology ▪ Purpose of Communication ▪ 7 C's of Communication ▪ Audiences Facilitation Techniques Structure of Oral Presentations
April 17, 2018 Class #2	Review Communication Foundations Constructive Feedback Opening and closing speeches Essential Elements of Presentations Practice Presentation and Feedback
April 24, 2018 Class #3	Verbal and Non-verbal Communication Communications and the Individual <ul style="list-style-type: none"> ▪ Interpersonal Communication ▪ Personality Style ▪ Types of Communication ▪ Elements of Informative presentations
May 1, 2018 Class #4	Review Communications and the Individual Influences on Communication Body Language Communication Styles Elements of Persuasive Presentations Informative Business Presentations and Feedback
May 8, 2018 Class #5	Communications and the Individual <ul style="list-style-type: none"> ▪ Intrapersonal Communication ▪ Perception ▪ Reception ▪ Negative Messages ▪ Strategies for Developing and Projecting Confidence ▪ Dealing with Performance Anxiety
May 15, 2018 Class #6	Intercultural Communication Organizational Communication Essential Elements of a Teaching Presentation

	Persuasive Presentation and Constructive Feedback Session
May 22, 2018 Class #7	<p>Communication and Group Relationships</p> <ul style="list-style-type: none"> ▪ Cultural influences ▪ Group Communication ▪ Group Decision-Making ▪ Individual Personality ▪ Group Dynamics ▪ Models of Communication ▪ Barriers to Communication <p>Essential Elements of a Group Presentation</p> <p>In-class group work scheduled. Attendance by all group members during this time is critical for the success of the project.</p>
May 28, 2018 Class #8	<p>Teaching Presentation and Constructive Feedback</p> <p>Elements of meetings</p> <p>In-class group work scheduled. Attendance by all group members during this time is critical for the success of the project.</p>
June 5, 2018 Class #9	<p>Communication and Group Relationships</p> <p>Conflict and the Stages of Conflict</p> <p>Steps in the Conflict Resolution Process</p> <p>In-class group work scheduled. Attendance by all group members during this time is critical for the success of the project.</p>
June 12, 2018 Class #10	<p>Review Steps in the Conflict Resolution Process</p> <p>Mediation and Negotiation Techniques</p> <p>In-class group work scheduled. Attendance by all group members during this time is critical for the success of the project.</p>
June 19, 2018 Class #11	<p>One on one group role playing and feedback</p> <p>Group reflection</p> <p>In-class group work scheduled. Attendance by all group members during this time is critical for the success of the project.</p>
June 26, 2018 Class #12	<p>Final wrap-up</p> <p>Group Presentations & Feedback</p>

VOLUNTARY WITHDRAWAL:

Students can voluntarily withdraw from a course up to the 75% point in a course without any academic penalty. Note that this does not include the hours for the invigilated exams. It is the student's responsibility to withdraw this course to ensure no academic penalty is incurred. Please consult the Registration Office or Program Area for a Request for Voluntary Withdrawal form.

METHOD OF EVALUATION:

VALUE	ITEM OF WORK	DUE DATE
0%	Practice Presentation This presentation will not be graded for marks. The purpose of this exercise is to help students apply the presentation techniques, receive instructor feedback, and incorporate this feedback into an actual presentation before being graded.	Apr 17, 2018
15%	Informative Business Presentation Assignment instructions to be provided in-class.	May 1, 2018
15%	Persuasive Presentation Assignment instructions to be provided in-class.	May 15, 2018
15%	Teaching Presentation Assignment instructions to be provided in-class.	May 28, 2018
25%	Group Presentation Assignment instructions to be provided in-class.	June 26, 2018
10%	Constructive Feedback Students will be expected to provide constructive feedback on at least one presentation based on the techniques taught on first class and modeled by the instructor. Students will be selected at random at the end of one of their classmate's presentations (during the afternoon portion of class 3 or 4) and called upon to provide constructive feedback on the presentation. Please see the rubric distributed in-class for further details on the grading.	On-going
10%	Reflection Paper The purpose of the reflection paper is to reflect on one type of presentation style and reflect what you will take away from this presentation style. The paper should be no more than 2 pages and follow the APA style guideline.	June 26, 2018
10%	Participation – see rubric below	On-going

MINIMUM GRADE:

Students must receive a minimum grade of “C”, or better, in all courses within the program requirements to graduate.

PARTICIPATION:

Participation is an important component of a meaningful learning process. Contributions to class activities, group work, and class discussion will enhance your academic success and contribute to a more positive and productive learning environment. Participation is a reflection of actively engaging

in class room work and attentiveness to the contributions of others and the instructor. Participation is also a reflection of being present in the classroom in a timely fashion and not distracting others.

PARTICIPATION GRADE RUBRIC:

GRADE	CHARACTERISTICS / DESCRIPTION
0-2%	Displays most or many of the following: Does not participate in class discussion. Does not ask questions. Does not listen when others speak or interrupts discussion. Is distracted during class (i.e. uses social media, cell phone, computer, sidebar conversations etc.). Is almost never prepared. Misses all or nearly all classes, is late for all, or nearly all, start of the class, or is late returning from breaks.
3-5%	Displays most or many of the following: Is present, but responds minimally when asked directly. Is adequately prepared for class, but does not analyze or provide interpretation. Rarely asks questions, and does not always listen when others speak; is sometimes distracted during class (i.e. uses social media, cell phone, computer, sidebar conversations, etc.). Is often absent, or late, for the start of the class or returning to class after break
6-8%	Displays most or many of the following: Well prepared and offers analysis in discussions. Contributes and interacts in class discussions – listens and responds to other students, asks questions, offers and supports other opinions, even those with differing views. Consistent involvement. Attends nearly every class, is rarely late for the start of the class or returning from break. Is largely attentive to class discussions and instructor. Rarely inattentive due to the use of cell phone, computer, or sidebar conversations, etc.
9-10%	Displays all or nearly all of the following: Very well prepared – read materials and relates it to other materials (readings, course material, discussions, experiences, etc.). Evaluates and analyzes material, and offers new and insightful approaches. Significantly contributes to discussion – listens to classmates and provides further analysis to maintain discussion. Very active discussion. Attends every class, is never late for the start of class or returning from break. Is always, or nearly always, attentive to class discussions and the instructor, never uses cell phone, computer or engages in sidebar conversation.

PRESENTATIONS:

No make-up presentations will be permitted. Students who are unable to make their presentation on the prescribed date(s) will receive a grade of zero against this item of work.

For individuals with legitimate absence (i.e., illness supported by a medical certificate relative to the date of the class missed), the value of the missed presentation will be added to the value of another individual presentations. If only one presentation is included in the Methods of Evaluation, then the

missed presentation may be added to the value of another assessment at the discretion of the instructor.

To avoid interruptions and distractions during presentations, the classroom door will be locked during the presentation session with the exception of scheduled break time. **Students who arrive late will not be admitted into the classroom under any circumstance until the session concludes.**

POLICY FOR LATE ASSIGNMENTS:

- All assignments will be given a due date.
- Individuals who cannot meet the deadline and have a legitimate reason (i.e., illness supported by a medical certificate relative to the due date), must request an extension in writing from the instructor no later than the 24 hours before the deadline.
- Students who do not receive an extension from the instructor will receive a grade of zero on the assignment if the assignment is not submitted by the due date.
- It is the student's responsibility to retain an electronic copy of ALL assignments submitted for grading.
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RESEARCH POLICY:

Students who plan to conduct research interviews, focus groups, surveys, or any other method of collecting data from any person, even a family member, must obtain the approval of the appropriate ethics committee before commencing data collection. Exceptions are research activities as a learning exercise to satisfy course requirements with no intent to publish as research.

STUDENT HANDBOOK AND ACADEMIC REGULATION AND POLICY INFORMATION:

Refer to the [Student Handbook](#) for academic and general PACE policies. This information is also available on the UWinnipeg PACE website.

It is the students' responsibility to read the policies outlined in the PACE Student Handbook for all University of Winnipeg Academic regulation and policy information.

ACADEMIC MISCONDUCT:

Please refer to the Academic Misconduct Policy in the most recent version of the University of Winnipeg General Calendar, under Student Discipline, Section 8a, or see:

- [Academic Misconduct Policy](#)

[Procedures: Academic Misconduct Policy](#)

UWINNIPEG RESPECTFUL LEARNING POLICY:

All students, faculty and staff have the right to participate, learn and work in an environment that is free of harassment and discrimination. The UW Respectful Working and Learning Environment Policy may be found online at www.uwinnipeg.ca/respect.

ACADEMIC ACCOMMODATIONS:

Students with documented disabilities, temporary or chronic medical conditions, requiring academic accommodations for tests/exams (e.g., private space) or during lectures/laboratories (e.g., note-takers) are encouraged to contact Accessibility Services (AS) at 786-9771 or accessibilityservices@uwinnipeg.ca to discuss appropriate options. All information about a student's disability or medical condition remains confidential. <http://www.uwinnipeg.ca/accessibility>.

UWPACE GRADING SYSTEM:**Letter-Graded**

A+	96-100
A	91-95
A-	83-90
B+	75-82
B	70-74
C+	66-69
C	57-65
D	50-56
F	under 50%
I	Incomplete

Pass/Fail

P	Pass
F	Failure

Non-Graded (Audit)

CP	Certificate of Participation (based on >75% attendance)
NC	No Certificate of Participation (based on <75% attendance)
I	Incomplete

DISCLAIMER:

Please retain a copy of this course outline for reference purposes and/or future academic endeavor.

Note: PACE archives course outlines in PDF format for a period of five years and charges an administrative fee for archived course outline requests.