



COURSE TITLE: HSP 2203-08 Communication Skills
PREREQUISITES: None.
SEMESTER: Fall 2017, Term I
COURSE START: Wednesday, August 30, 2017
COURSE END: Wednesday, October 11, 2017
CLASS MEETINGS: Seven (7)
CLASS HOURS: 6:00-10:15 p.m.
CLASS LOCATION: Mission College, 3000 Mission College Blvd, Santa Clara, CA 95054
Room: MT17B

COURSE MATERIALS: Chang, Briankle G. and Butchart, Garnet C. (2012).

Philosophy of Communication. (1st ed). Boston, MA: The MIT Press.

ISBN: 978-0262516976 Additional Reading materials as provided by instructor.

Assigned reading and writing from text: Introduction, Chapter 1 and 1st paper (see below) for the first night of class

INSTRUCTOR: Dr. Luis Reynoso is a local University Lecturer on Business and Workplace Ethics. He is also an elected School Board Member, assisting the management of Finances and Human Resources. He has consulted and instructed legal counsel and accounting personnel in the area of Corporate and Retail Lease Financials for international and domestic corporations. At this time his work focuses on global economic research for sustainable communities in development. He is sought after by community organizers and corporate business leaders to present on practical solutions to administrative and financial problems derived from theoretical business frameworks.

TELEPHONE: (510) 274-1807 **EMAIL:** lreynoso@ndnu.edu

OFFICE HOURS: 30 minutes prior to the start of each class or by prearranged appointment.

Course Objectives: (1) To encourage students to identify their most effective speaking style and to provide class time to practice effective platform presentation techniques learned in each class; (2) To provide students with a thorough evaluation and analysis of their own personal communication style using a variety of methods included in the textbook and provided by the instructor; (3) To provide a safe and supportive class environment to assist each student to take risks to further develop their communication skills and ways of relating in challenging situations; (4) To integrate symbolic process, thinking and critical reasoning, as well as verbal and non-verbal modes of communication; and (5) To support and increase student's awareness of "self" through a better understanding of our human experience, rationale, emotions and the resolution of interpersonal conflict.(6) Explore "Likability" factors in communication.

ACADEMIC HONESTY: Academic honesty is a cornerstone of our values at NDNU. If any words or ideas used in an assignment submission do not represent your original words or ideas, you must cite all relevant sources and make clear the extent to which such sources were used. Words or ideas that require citation include, but are not limited to, all hard copy or electronic publications, whether copyrighted or not, and all verbal or visual communication when the content of such communication clearly originates from an identifiable source. Consult the NDNU Student Handbook regarding consequences of misrepresenting your work.

PRIVACY and CONFIDENTIALITY: One of the highlights of the NDNU academic experience is that students often use real-world examples from their organizations in class discussions and in their written work. However, it is imperative that students not share information that is confidential, privileged, or proprietary in nature. Students must be mindful of any contracts they have agreed to with their companies.

LEARNING and OTHER DISABILITIES: If you have a learning disability or other circumstance that requires accommodations in this class, you must bring it to the attention of Program for Academic Support and Services (PASS) to arrange for possible accommodations (650-508-3670).



SYLLABUS UPDATES: Refer to this syllabus for course assignments. However the course syllabus and schedule are subject to change in the event of extenuating circumstances. Your will be notified of any changes made to the syllabus. In all circumstances University policies will be strictly adhered to.

COURSE EVALUATIONS/TEACHING EFFECTIVENESS SURVEYS

Teaching Effectiveness Surveys (course evaluations) will be available online through Campus Portal from Monday, October 01, 2017 to Friday, October 11, 2017. Your feedback regarding courses and faculty is very important to Notre Dame de Namur University, to your faculty, and to me as the instructor for this course. Your feedback helps us review and improve their teaching, helps departments/programs review and improve program content, and is used by the university in making decisions about tenure, promotion, and hiring decisions for part-time faculty.

Directions: To access, please enable pop-ups in your browser (uncheck pop-up blocker), then in Campus Portal look for the "**You have an active survey**" link in the left sidebar. Click that link to open the Course Evaluation Surveys page, which has a link to a survey for each course in which you're enrolled. Your feedback is very important! Please complete your evaluations for all your courses promptly. Remember: Your responses are anonymous.

CLASS ATTENDANCE: Intensive courses have a maximum of 28 contact hours as opposed to the traditional 45 to 48 contact hours in a 15-week course. Therefore, all in-class time is utilized. A student who misses more than one class period or the equivalent (four accumulated hours) must withdraw from the class. The nature of accelerated classes requires a stringent absence policy since even once absence may significantly affect achievement of course learning objectives. A student who misses four hours or more will be assigned a failing grade for the course unless the student officially drops or withdraws from the course. It is the student's responsibility to initiate the drop or withdrawal. **There are no exceptions.**

Notice regarding a missed class should be communicated to the instructor in advance whenever possible. Make arrangements to have a colleague collect the materials for the night that you missed.

WORKLOAD: In addition to class attendance, every Intensive class at NDNU includes assignments estimated to take approximately three (or more) hours per week per unit outside of class (14 hours). The distribution of average weekly hours of instruction/study for this class will follow that norm, equaling a total of 18 hours a week, generally in accordance with the following:

Distribution of Average Weekly Hours of Instruction/Study = Total of 18 per week

TOTAL NUMBER OF HOURS PER COURSE	126
Class Contact Hours:	4
Text Readings and Note Taking	7
Research and Writing Assignments	6
Term Projects Research	1

WRITTEN ASSIGNMENTS: The School of Business and Management requires the use of the American Psychology Association (APA) publication guidelines as a standard for all papers.

LATE STUDENT WORK: Assignments are to be completed and turned in at each class meeting. Assignments not turned in on time are considered late. Late assignments will be accepted, but will be reduced in grade by 25% for each late week.

PARTICIPATION: Your active and authentic participation in this course is anticipated. Your participation will be evaluated through your comprehension of the material as well as your ability to discuss critical issues, ideas, and controversies in a professional manner.



Please be courteous and refrain from using cell phones or other electronic devices for messaging or conversation during class time. The objective is to maintain professional standards of decorum for the duration of the class.

EXTRA CREDIT: There are no extra credit assignments in this class.

COURSE MATERIAL: Published Textbook Information

In accordance with the federal Higher Education Opportunity Act, to the extent practicable, NDNU makes every effort to ensure the accuracy of the textbook information provided. Due to issues such as textbook availability, errors, and academic reasons, NDNU may need to change textbook information that has been published. NDNU cannot take financial responsibility when a student purchases a non-refundable textbook and a change occurs to published textbook information. Students wishing to avoid this risk should purchase textbooks from sources that allow returns for refunds, such as the NDNU Bookstore managed by Follett.

INTENSIVE HUMAN SERVICES PROGRAM LEARNING OBJECTIVES (PLO): Students will:

1. Develop the ability to understand and demonstrate adherence to ethical principles.
2. Demonstrate analytical, problem solving, and project management skills.
3. Develop critical thinking abilities and a foundation of ethical understanding that will allow them to serve people of diverse ethnic, cultural, gender, and other backgrounds.
4. Demonstrate a love of the pursuit of continuous learning and an ability to inspire others with that love.
5. Be able to communicate effectively, in writing and orally, and will be able to do so with clarity, correctness, and conviction.

COURSE LEARNING OBJECTIVES:

1. To understand basic concepts in the study of applying professional communications (PLOs 1 and 2).
2. To develop communication, reasoning, and analytic skills needed to apply ethical concepts to human decisions (PLOs 1 and 3).
3. To understand how the social, economic, organizational, cultural and natural environment impact moral issues in the professions (PLOs 3 and 4).
4. To grow in the ability to identify moral issues involved in specific problem areas, and to develop strategies for effective communication skills dealing with these issues (PLOs 4 and 5)

CLASS FORMAT: During the class period a combination of teaching and learning techniques will be utilized. Textbook lessons and theory will be covered in a variety of methods during the class sessions. Group work, case studies, and video taping will occur throughout the class sessions. It is understood that while the required reading is necessary, you will not receive a lecture on every chapter.

GRADING SYSTEM:

The course grade will be based upon the following distribution:

Attendance/Participation	20%
Homework Reading and Writing Assignments (6)	20%
Speaking at a Public Meeting and sharing in class	25%
Final Paper(1), Reflection of Impact(1), PPT(1)	35%

An "A" grade is attained when the student demonstrates **outstanding** comprehension of the issues studied in the course. A "B" grade is attained when the student demonstrates a **good understanding** of the issues studied in the course. A "C" grade is attained when the student demonstrates an **adequate understanding** of the issues studied in the course. A "D" grade represents a **minimal (but passing) understanding** of the issues studied in the course.



GRADE/POINT CONVERSION:

A+ 100-97	A 96-94	A- 93-90
B+ 89-87	B 86-84	B- 83-80
C+ 79-77	C 76-74	C- 73-70
D+ 69-67	D 66-64	D- 63-60 or F < 59

Assigned reading from text and Paper 1 for the first night of class: Introduction and Chapter 1

Due Paper 1: Experiential Narrative essay on describing your experiences of a significant event in your life that was the product of either successful or failed communications you had with others. Refer to the Introduction and Chapter 1 to provide you with background references to cite.

1st. 08/30/17: Class Introduction and Discussion of Lectures and Assignments, Review Text Intro and Chapter 1 Chapter 11 - On Language as Such and on the Language of Man (Benjamin)

Provides a background to language for communication. Explains the communal nature of communication and speaker/receiver perceptions. Helps facilitate the student’s own self-reflection about how they use language to communicate.

2nd. 09/06/17: Chapter 12 – Building Dwelling Thinking (Heidegger)

Explores the construction of language and communication. Builds on previous chapter by expanding on the thinking process behind communication. Allows the student to deepen their self-reflection on their communication skills started with previous chapter.

Due Paper 2: Experiential Narrative essay on how you can apply content of previous lecture and assigned reading. Be prepared to discuss your paper.

3rd. 09/13/17: Chapter 21 – Subjectivity in Language (Benveniste)

Describes the act of transmission in language and communication. Explores the concept of language as an instrument. Helps students re-think some of their own communication skills and how these skills may be interpreted by others.

Due Paper 3: Experiential Narrative essay on how you can apply content of previous lecture and assigned reading. Be prepared to discuss your paper.

4th. 09/20/17: Chapter 25 – The Fetishism of the Commodity and Its Secret: The Process of Exchange (Marx)

Communication as exchange between senders and recipients. Exchange of communication as an exchange of goods/commodity. Students learn to refine their own perceptions of their strengths as communicators, using the lens of communication exchange.

Due Paper 4: Experiential Narrative essay on how you can apply content of previous lecture and assigned reading. Be prepared to discuss your paper.

5th. 09/27/17: Chapter 14 – The Subject & Power (Foucault), Chapter 15 – An Eye at the Edge of Discourse (Malabou)

The concept of power within communication and between communicators. Communication as an exercise in power and empowerment. Students learn to understand both their role as communicators and listeners. Also, The thought process and communication are explored. The role of the communicator’s feelings/perceptions is explored. Students discover how their own strengths and areas of need affect their effectiveness and growth as communicators.

Due Paper 5: Experiential Narrative essay on how you can apply content of previous lecture and assigned reading. Be prepared to discuss your paper.

Present your participatory public speaking video and share experience with class. Turn in your public speech and meeting agenda.



6th. 10/04/17: Chapter 17 – Premises (Hamacher)

The politics of communication and understanding within multiple contexts. The value of understanding and communication to speaker and listener. Allows students to re-consider their basic assumptions about their role as communicators and the perceptions of their listeners.

Due Paper 6: Experiential Narrative essay on how you can apply content of previous lecture and assigned reading. Be prepared to discuss your paper.

7th. 10/11/17: Chapter 18 – Signature Event Context (Derrida)

The structure of communication, including precedent and consequence of communication. The role of writing for communication is also explored. Students are encouraged to re-examine their written communication skills.

Final Paper to be turned in, and you will present to the class the summary of your paper 5-7 minutes using PowerPoint (PPT).

Description of Assignments:

All papers need to use Ariel font, 12point, double spaced and properly cited APA. 1 inch margins (normal). The classroom textbook is the only source required to cite.

Experiential Narrative Papers(5): 2pg paper essay of your life experience of what you have learned or will apply from the lecture and assigned reading. Document template will be provided by instructor. When due at each class meeting you must bring 2 copies of your paper for group discussion.

Participatory Activity(1): There will be one participatory community activity of presenting a comment to be delivered at a public meeting of any city in the SF Bay Area during public comments from the community in a school board, city council, etc,. The student is to share experience in class, provide video of the public meeting, transcript of comment, and copy of agenda of meeting. Instructions and guidelines on how to do this will be provided in class.

Final Exam (1): A Final Paper, Reflection of Impact, and a PPT presentation will be due on the last night of class. You will communicate in writing about a topic of interest to you, related to class and approved by the instructor. This paper will be between 6-8 pages long (not including abstract or references). The PPT presentation will be 8-10 (content) slides. APA format is required. The Reflection of Impact essay of one to two page reflection needs to a narrative of your personal growth you have experienced during the study of communications.