



10601 COURSE TITLE: HSP 2203-08 Communication Skills

PREREQUISITES: None.

SEMESTER: Spring, 2019, Term I – **Mission Campus**

COURSE START: Wednesday, January 9, 2019

CLASS HOURS: 6:00-10:15 p.m.

COURSE MATERIAL: Required: Barwick-Snell, K., and Walker, V. (2017) *Becoming aware: A text/workbook for human relations and personal adjustment* (13th ed). Dubuque, Iowa: Kendall/Hunt Publishing Company. ISBN: 978-1-5249-2358-7

Assigned reading from text for the first night of class:
Chapter 1.

INSTRUCTOR: Dr. Patrick Arbore is a Senior Lecturer at Notre Dame de Namur University. He has been with NDNU since the creation of the Intensive Human Services Department in 1989. Dr. Arbore is also the founder and the director of the Center for Elderly Suicide Prevention & Grief Related Services, which is a program with the Institute on Aging in San Francisco. Dr. Arbore has worked in the field of aging, suicide prevention, and traumatic loss for approximately 35 years. He is a sought after speaker on a variety of topics relevant to the field of Human Services both locally and nationally.

TELEPHONE: (415) 225-0115

E MAIL: parbore@ioaging.org

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

Course Objective: (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 including the Personal Assessment of Communication Style (PACS); (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 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 emotions and the resolution of interpersonal conflict.

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. You will be notified of any changes made to the syllabus. In all circumstances University policies will be strictly adhered to.

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. There is also make-up work for the four hours that were missed.



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.

PARTICIPATION: Your active 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 regarding aging in a professional manner.

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.

WORKLOAD: In addition to class attendance, every intensive class at NDNU includes assignments estimated to take approximately three hours per week per unit outside of class (12 hours). The distribution of average weekly hours of instruction/study for this class will follow that norm, equating a total of 16 hours a week, generally in accordance with the following:

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

Class Contact Hours:	4
Text Readings and Note Taking	4
Research and Writing Assignments	6
Term Projects Research	4
Total Number of Hours Per Course	126

COURSE MATERIAL - Published Textbook Information

In accordance with the Federal Higher Education Opportunity Act, to the extent practicable, NDNU makes textbook information available as part its class schedule. 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



LEARNING OBJECTIVES:

Students will:

- Integrate ethical principles into their personal and professional lives
- Demonstrate the necessary skill to manage projects that are due at various times during the class
- Recognize the importance of diverse cultures/ethnicities/sexual orientations and gender when they present on key communication issues
- Learn to infuse their presentations and writing projects with enthusiasm, interest, and love for the subject matter
- Practice communication skills both orally and in writing that integrate an understanding and appreciation for our diverse population, our own authenticity, our ethics, integrity and zest for learning
- Explore and develop an appreciation for who they are as communicators and as potential leaders in their careers and/or future endeavors

HUMAN SERVICES PROGRAM LEARNING OBJECTIVES (PLO):

Students will:

- develop the ability to understand and demonstrate adherence to ethical principles
- demonstrate analytical, problem solving, and project management skills
- 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
- demonstrate a love of the pursuit of continuous learning and an ability to inspire others with that love
- be able to communicate effectively, in writing and orally, and will be able to do so with clarity, correctness, and conviction

GRADING CRITERIA FOR PRESENTATIONS: Each student will be graded individually. The grading criteria for any presentation will include:

- Organization of material presented and use of time.
- Logical thought process, in-depth analysis, and persuasiveness.
- Vocal variety – volume, inflection, enunciation, rhythm, and enthusiasm.
- Eye contact – class involvement and interaction.
- Using gestures – body language, movement, posture.
- Use of audio/visual aids, including PowerPoint or similar equivalent, which is designed to help you develop analytical and presentation



skills. Note that while having these aids is required, students should also be prepared to present without them in case of technology failure.

EXTRA CREDIT: None specified, though the opportunity to introduce it will be at the discretion of the instructor

Grading System:

The course grade will be based upon the following distribution:

1. Attendance/Participation	10%
2. Homework Assignments	30%
3. Exam	20%
4. Final Paper	40%

An "A" grade is attained when the student demonstrates **outstanding** comprehension of the issues studied in the course. A+ 100-97; A 96-94; A- 93-90

A "B" grade is attained when the student demonstrates a **good understanding** of the issues studied in the course. B+ 89-87; B 86-84; B- 83-80

A "C" grade is attained when the student demonstrates an **adequate understanding** of the issues studied in the course. C+ 79-77; C 76-74; C- 73-70

A "D" grade represents a **minimal (but passing) understanding** of the issues studied in the course. D+ 69-67; D 66-64; D- 63-60

A "F" grade represents failure to achieve the minimal understanding of the issues studied in this course. F 59 or <

Assigned reading from text for the first night of class:

Chapter 1.

OTHER:

There will be one exam. This exam will be on content from the text as well as any handouts that were discussed in class.

A final paper will be due on the last night of class. You will communicate in writing your journey of self-awareness. All of the experiences you have had in this class, outside of class, the readings, the worksheets, the DVDs, etc. will be a part of this project. This paper will be between 8-10 pages and will integrate the various experiences you have had into a thoughtful, organized portrait of yourself. The assigned completed worksheets must accompany your paper. A handout will be given in class about the paper.

Class 1 – January 9

Introductions and Overview of Course –
Review of handouts – Chapter 1
In-class warm-up exercises -- Lecture



Class 2 – January 16	Chapters Two and Three Complete assigned surveys On page 117, Answer Reflections: Critical Thinking questions 3, 4, 5, 8, 11,14
Class 3 – January 23	Lecture-- Discussion: “Who Influenced My Growth?” Chapter 4 Review Surveys connected to these three assigned chapters Spontaneous Presentations
Class 4 – January 30	Chapters 5 and 6 Chapter 5, page 279 Assumptions <i>Refer to handout</i> and write a paper based on assumptions -- Create Power Point Slide Presentation on Topic of your Choice (Approved by Instructor) Answer Reflections Critical Thinking Questions page 303 – 1, 3, 4, 5, 6, 8
Class 5 – February 6	Chapter 7 Lecture + classroom exercises Presentations
Class 6 – February 13	Chapter 8 -- Power Point Presentations Completion and Submission – Answer Reflections Critical Thinking Questions Page 476 – 1, 2, 3, 4, 5, 9, 10
Class 7 – February 20	Chapter 9 Lecture Exam “Who Am I” Paper Due