



**TRINITY VALLEY COMMUNITY COLLEGE  
LECTURE COURSE SYLLABUS**

**NON-CREDIT**

**Course Rubric & Title:** COMG 1003 Communication Skills for the Workplace

**Instructor Name:** Janith M. Fritz MSN, RN

**Office Hours:** Mon/Wed 1:15 to 2:45 PM, Tues/Thurs 4:30 to 5:15 PM, and other dates and times by appointment.

**Campus:** Athens

**Office Location:** LA 111

**Office Phone & Alternate Phone #s:** 903-670-2673, Department 903-675-6212

**TVCC E-mail Address:** [jane.fritz@tvcc.edu](mailto:jane.fritz@tvcc.edu)

**Expected instructor response time Mon-Fri:** Students should expect responses to student inquiries within 24 hours Monday-Friday

**Expected instructor response time Sat-Sun:** Students should expect responses to student inquiries within 72 hours if submitted over the weekend or student holiday.

**Electronic communication:**

TVCC students are REQUIRED to use either their TVCC Canvas account or their TVCC email account for all electronic communication. In order to ensure the identity of the student communicating electronically, TVCC faculty will not reply to student communication that is sent through an email account other than their TVCC issued email account or Canvas account.

**Course Description:** Addresses essential listening, speaking, writing and computational skills required by business and industry. Improvement of communication skills related to successful job performance.

The course is 58 Contact Hours (48 clock hours) for varied learning experiences related to business and industry communication skills.

**Course Co- or Pre-Requisites: None**

**Textbook(s) & ISBN: Succeed at Work, Texas Workforce Commission**

**Required/Recommended Reading(s):** None required.

**Required Materials:**

- Flash Drive Storage Device

**Learning Outcomes:**

Upon completion of this course, the student should demonstrate a mastery of the following learning outcomes:

- Differentiate between appropriate and inappropriate examples of:
  - A. Listening Skills
  - B. Speaking Skills
  - C. Reading Skills
  - D. Writing Skills
  - E. Computational Skills
- Demonstrate these skills required by business and industry:
  - A. Listening
  - B. Speaking
  - C. Reading
  - D. Writing
  - E. Computational

**Course Requirements:**

1. Regular attendance
2. Readiness to participate verbally in speaking and listening exercises
3. Participate in role playing
4. Observe non-verbal communication: receiver and sender validate the message.
5. Accept and self-evaluate feedback from peers and the instructor for performance improvement
6. Respect others and value yourself!

**Expected Time Requirement for this Course:** Approximately 2-3 hours per week of time spent reading, reviewing, and completing assignments is recommended to complete this course.

**Outline of Course Schedule:**

**The Communication Cycle**

- **The Sender**

<ul style="list-style-type: none"> <li>• <b>The Message</b></li> <li>• <b>The Receiver</b></li> <li>• <b>Feedback</b></li> <li>• <b>Listening Skills</b></li> </ul>
<b>Types of Communication</b> <ul style="list-style-type: none"> <li>• <b>Verbal Communication</b></li> <li>• <b>Non-verbal communication</b></li> <li>• <b>Congruency in Communication</b></li> </ul>
<b>Factor/Barriers to Communication</b> <ul style="list-style-type: none"> <li>• <b>Age</b></li> <li>• <b>Economic</b></li> <li>• <b>Education and life experience</b></li> <li>• <b>Prejudice</b></li> <li>• <b>Physical needs</b></li> <li>• <b>Mental needs</b></li> <li>• <b>Cognitive abilities/disabilities</b></li> <li>• <b>Religious Diversity</b></li> <li>• <b>Cultural Diversity</b></li> <li>• <b>Environment factors</b></li> <li>• <b>Time factors</b></li> <li>• <b>others</b></li> </ul>
<b>Establishing Multicultural Communication</b>
<b>Written Communication</b> <ul style="list-style-type: none"> <li>• <b>Correspondence/Writing a Business Letter</b></li> <li>• <b>Memos</b></li> <li>• <b>Meeting Agendas</b></li> <li>• <b>Meeting Minutes</b></li> <li>• <b>Messages</b></li> <li>• <b>Supplies needed for different types of correspondence</b></li> </ul>
<b>Processing Incoming and Outgoing Mail</b>
<b>Telecommunications</b> <ul style="list-style-type: none"> <li>• <b>Basic Telephone Techniques, Etiquette, and Personality</b></li> <li>• <b>Email</b></li> <li>• <b>FAX</b></li> </ul>

<b>Storage of Records/Filing</b> <ul style="list-style-type: none"> <li>• Alphabetical</li> <li>• Numerical</li> </ul>
<b>Computational Skills</b> <ul style="list-style-type: none"> <li>• Establishing fees and billing</li> <li>• Record keeping: invoices, ledgers, day end summary, end of month reconciliation</li> <li>• Appointment Schedules</li> <li>• Cash Transactions</li> <li>• Checks, Deposit Slips, and Receipts</li> <li>• Time logs and Payroll Calculation</li> </ul>
<b>Customer Service Skills</b> <b>Course Completion Activities</b>

**Grading criteria**

**The following grading scale will be utilized:**

P= Pass 70 and above

F= Fail below 70

- ❖ Attendance and Professionalism (includes attitude and willingness to participate) 20% of grade
- ❖ Written Exercises 20% of grade
- ❖ Speaking Skills 20 %
- ❖ Listening Skills and Following Instructions 20%
- ❖ Computation (Math) Skills 20%

NOTE: Students receive the grades they earn. Attendance and class participation will weigh heavily in assigning a grade. Both attendance and participation are critical indicators of job readiness.

**Classroom Policies:**

1. Students must bathe regularly to avoid offensive odor. In addition, students must refrain from excessive use of cologne, perfume, aftershave lotion, or make up.
2. Students are expected to keep fingernails clean and at a reasonable length. (<http://www.cdc.gov/handhygiene/Guidelines.html>) No facial jewelry allowed . Earrings will be allowed if studs or small non-dangling earrings.

3. Tattoos must be covered. A long sleeved T-shirt or turtle neck shirt may be worn.
4. Students or ISD must provide own transportation to campus.
5. Notify instructor by phone call or email if unable to attend a class prior to start of class. Message may be left on my office [phone# 903-670-2673](tel:903-670-2673).
6. No guests, family or children allowed while in the classroom/lab.
7. No smoking on the college campus.
8. Cell phones must be muted and not visible unless they are being used for research and classroom assignments. Personal calls, text messaging, etc. must be done during breaks. Failure to do so will result in the cell phone being taken up by the instructor and not returned until the end of the class or lab.
9. Taking photographs or recording conversations within the classroom or community is strictly forbidden.
10. Wear TVCC ID badge whenever on campus.

**Issues with behavior or failure to comply with the above policies may result in being removed from the classroom.**

**Repeated violations will result in the student being referred to the Dean of Continuing and Workforce Education. Disciplinary action could include being placed on probation and/or withdrawn from the class.**

### **Cheating/Plagiarism**

**Honesty in the workplace is extremely important; therefore, any work you do in this course should be your own.**

Scholastic dishonesty shall include, but not be limited to, cheating on a test, plagiarism, and collusion. "Cheating on a test" shall include

- (a) Copying from another student's test paper
- (b) Using test materials not authorized by the person administering the test
- (c) Collaborating with or seeking aid from another student during a test without permission from the test administrator
- (d) Knowingly using, buying, selling, stealing, or soliciting, in whole or in part, the contents of an un-administered test
- (e) The unauthorized transporting or removal, in whole or in part, of the contents of the un-administered test
- (f) Substituting for another student, or permitting another student to substitute for oneself, to take a test, and

- (g) Bringing another person to obtain an un-administered test or information about an un-administered test.

“Plagiarism” shall be defined as the appropriating, buying, receiving as a gift, or obtaining by any means another’s work and the unacknowledged submission or incorporation of it in one’s own written work.

“Collusion” shall be defined as the unauthorized collaboration with another person in preparing written work for fulfillment of course requirements.

**The punishment for cheating or collusion in this class is zero for the assignment.**

**Drop Policy:**

**Students who desire to drop this course or who move out of the area must notify their school counselor and the TVCC Continuing and Workforce Education Department. Students who stop attending and fail to officially withdraw will receive an “F” for the course.**

The only reason I will drop you from the class is non-attendance by the census date. If you fail to attend on a regular basis after the census date it will be your responsibility to drop or expect a “F” as your class grade.

A student may withdraw (drop) from a course and receive a grade of “W” at any time during a given semester subject to the last day to receive a “W” deadline specified in the TVCC schedule or catalog.

**Campus Carry:** The College District prohibits the use, possession, or display of a firearm on College District property or at a College District-sponsored or -related activity in violation of law and College District regulations. This policy does not apply to commissioned peace officers in accordance with law. All persons, including license holders, are prohibited from openly carrying a handgun on all College District campuses and premises. License holders may carry a concealed handgun on or about their person while on College District campuses and premises. License holders are responsible for complying with applicable federal and state law and this policy and associated regulations.

**Research Resources:**

The student is encouraged to use the TVCC Libraries as research resources for this course. Students can search the TVCC Library Resource Center holdings through the on-line catalog. Electronic library resources provide access to full-text and abstract articles as well

as links to a variety of remote research tools. The physical library contains a specialized collection of research materials specifically chosen to support the degrees and courses offered at TVCC. Students with research questions or questions about library services are encouraged to email their question to [lrc@tvcc.edu](mailto:lrc@tvcc.edu).

**Technology Resources/Access:**

Each student, employee, or guest with an information technology (IT) account shall be responsible for all use of the account. All accounts shall be for use by a single individual – the person for whom the account was approved or assigned. This includes e-Course accounts as well as TVCC issued email accounts. Sharing or loaning accounts is strictly prohibited and violates TVCC Board Policy CT (LOCAL).

**Additional Information: None**

**Student’s Responsibility:**

This syllabus contains information, policies and procedures for a specific course. By enrolling, the student agrees to read, understand, and abide by the rules, policies, regulations, and ethical standards of Trinity Valley Community College as contained in the current catalog and schedule of classes.

**Student Evaluation of Courses/Faculty:**

Evaluation is an important component in promoting continuous improvement, enhancing student learning, and achieving excellence in the educational process. Therefore, TVCC administers student course evaluations every semester.

**Affirmative Action:**

TVCC is an affirmative action/equal opportunity institution which provides educational and employment opportunities on the basis of merit and without discrimination or harassment in full compliance with the Civil Rights Act of 1964, as amended; the Rehabilitation Act of 1973 (Section 503,504); Americans with Disabilities Act, as amended, Title IX of the Educational Amendments of 1972; the Vietnam Era Veterans Assistance Act of 1974; Article 5221k V.A.C.S.; and Executive Orders 11246 and 11758.

**Title IX of the Education Amendments:**

TVCC prohibits discrimination, including sexual harassment and retaliation, against any student on the basis of race, color, religion, gender, national origin, disability, or any other basis prohibited by law. Any student who believes that he or she has experienced prohibited conduct or believes that another student has experienced prohibited conduct

should immediately report the alleged acts to an instructor, counselor, administrator, or the Title IX Coordinator. TVCC has designated the Director of Human Resources/Title IX Coordinator as the individual who is responsible for coordinating its efforts to comply with Title IX of the Education Amendments of 1972, as amended. Contact information is:

*Director of Human Resource/Title IX Coordinator*

*Office Phone: 903-675-6215*

### **American with Disabilities Act (ADA)**

Trinity Valley Community College provides equal opportunities for academically qualified students with disabilities and ensures access to a wide variety of resources and programs. The passage of Section 504, Federal Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 requires that the college make certain special arrangements for students with disabilities such as moving classes to accessible locations when necessary, allowing the use of tape recorders, sign language interpreters, or other educational auxiliary aids, making special test arrangements, and other accommodations. The college will make reasonable accommodations for qualified students with a diagnosed physical and/or learning disability who have been admitted to the college and request accommodations.

Students with disabilities who wish to request accommodations should notify the Disability Services Office on their campus. In accordance with federal law, a student requesting accommodations must provide documentation of his/her disability to the Disability Services counselor. For more information, please visit the Disability Service Office on your campus or contact Melinda Berry at 903-675-6224 or email [mlberry@tvcc.edu](mailto:mlberry@tvcc.edu). For additional information, please visit:

<http://www.tvcc.edu/guidance/studentswithdisabilities.aspx>.