

SOUTHEAST COMMUNITY COLLEGE
ADVANCED TECHNOLOGIES & SKILLED TRADES DIVISION
Computer Information Technology Program
Revision Date: November 10, 2025

I. CATALOG DESCRIPTION

Course Number: INFO1445
Course Title: Workplace Communication Skills
Prerequisite(s): INFO1171, INFO1215, INFO1283, BSAD1010
Catalog Description: This course provides training in workplace skills and techniques essential in an IT environment including communications, teaming, customer service, and conflict management.

Credit Hours: 2
Class Hours: 30
Lab Hours: 0
Total Contact Hours: 30

II. COURSE OBJECTIVES: *Course will:*

- A. Describe the elements of a successful service cultural.
- B. Describe good verbal and nonverbal communication skills.
- C. Present strategies for communicating effectively with different behavioral styles.
- D. Examine what causes service breakdowns and explore the role of technology in preventing the breakdowns.
- E. Explore the importance of understanding cultural differences.

III. STUDENT LEARNING OUTCOMES AND GENERAL EDUCATION LEARNING OUTCOMES:

- A. Student Learning Outcomes: *Student will be able to:*
 - 1. Recognize the major components of a customer-focused culture.
 - 2. Implement strategies for promoting a positive service cultural.
 - 3. Employ the elements of two-way interpersonal communications during customer interaction.
 - 4. Recognize nonverbal cues and their effect on customers.
 - 5. Identify the characteristics of a good listener to develop strategies to improve listening skills.
 - 6. Identify different behavioral styles.
 - 7. Develop strategies for communicating effectively with each behavioral style.
 - 8. Explain what causes service breakdowns.
 - 9. Develop strategies to prevent service breakdowns.
 - 10. Identify a variety of factors that make people diverse.
 - 11. Develop methods for successful communication with a diverse customer base.
 - 12. Investigate ways in which technology enhances an organization's service delivery capabilities.
 - 13. Apply communication skills to assist customers when solving computer problems.
- B. General Education Learning Outcomes (GELOs)
 - 1. GELO #6: Career and Life Skills
 - 2. Outcome 1: Employ effective interpersonal and intrapersonal communication skills.

IV. CONTENT/TOPICAL OUTLINE

- A.** Service culture
 - 1. Societal factors affecting customer service
 - 2. Customer-friendly systems
- B.** Verbal communication skills
 - 1. Two-way communication
 - 2. Effective feedback
 - 3. Positive communication interaction
- C.** Nonverbal communication skills
 - 1. Types of nonverbal behavior
 - 2. Strategies for improvement
- D.** Listening skills
 - 1. Characteristics of a good listener
 - 2. Strategies for improvement
- E.** Behavioral styles
 - 1. Identify behavioral styles
 - 2. Strategies for communicating with various styles
- F.** Service breakdowns
 - 1. Difficult customer situations
 - 2. Recovering from a service breakdown
 - 3. Strategies for preventing customer dissatisfaction
- G.** Diversity
 - 1. Cultural values
 - 2. Providing service to a diverse customer group
- H.** Customer service technology

V. INSTRUCTIONAL MATERIALS

- A.** Required Text(s): The eBook is available through Direct Digital Access (DDA) in Canvas on the first day of class and is billed to your student account.

VI. METHODS OF PRESENTATION/INSTRUCTION

- A.** Methods of presentation typically include a combination of the following:
 - 1. Group discussion
 - 2. Engaged learning activities
 - 3. Hands-on practice
 - 4. Audio visual materials

VII. METHODS OF EVALUATION

- A.** Methods of evaluation, although determined by the individual instructor, traditionally includes a combination of the following:
 - 1. Course grade consists of the following:
 - a. Group discussions
 - b. Homework activities
 - c. Quizzes/tests
 - d. Job interview/research reports

VIII. SPECIFIC COURSE REQUIREMENTS

- A.** This course will not qualify as a prerequisite if the student receives a final grade below a C (70%).