

COURSE SYLLABUS

This course is designed to improve interpersonal behaviors and communication skills for those in leadership roles with the goal of improving relationships, productivity and the quality of work. Topics include a review of basic communication skills: listening, self-disclosure, and methods of expression; more advanced skills: nonverbal communication, influencing behaviors, addressing hidden agendas, and male/female communication in the workplace; conflict management skills; assertiveness; and responding to criticism. Experiential exercises, role-playing, and small group activities provide opportunities to practice different behaviors and integrate these skills into personal strategies.

Course: X 490.996 Leadership Communication Strategies

Quarter: Summer 2009

Dates June 2th 2008-September 3rd, 2008 (Thursdays)
(12 meetings)

Time: 6:30pm – 9:30pm

Location: Dodd Hall-Room 154

Instructor: Steven L. Horowitz, Ph.D.

Office Hours: Every Wednesday, 1 hour prior to class (in class)

Course Description:

This course is designed to improve interpersonal behaviors and communication skills for those in leadership roles with the goal of improving relationships, productivity, and the quality of work. Topics include a review of basic communication skills: listening, self-disclosure, and methods of expression; more advanced skills: nonverbal communication, influencing behaviors, addressing hidden agendas, and male/female communication in the workplace; conflict management skills; assertiveness; and responding to criticism. Experiential exercises, role-playing, and small-group activities provide opportunities to practice different behaviors and integrate these skills into personal strategies.

Required Readings:

Course Textbook:

Human Communication: Principles and Contexts. Eleventh Edition. Tubbs, Stewart and Moss, Sylvia. McGraw Hill. New York, New York, 2006.

Supplemental Text:

The Message Maker: *The Practical Guide to School Public Relations*. Chapters 1-3. Horowitz, Steven PhD. New Freedom Publications. Harbor City. 2002.

Human Relations in Organization. Third Edition. Costley, Dan L., Todd, Ralph. West Publishing Co. 1987.

Grading:

Course grades will be based on participation and completion of assignments as follows:

<u>%</u>	<u>Item</u>
15%	In- Class Assignments
20%	Out of Class Assign.
20%	Mid-Term Evaluation
20 %	Class Participation
25%	Final Exam/Presentation

Attendance

This course requires active involvement in small group activities, role-playing, and other demonstrations in class. Therefore, Participation, punctuality and involvement in class activities will be a significant consideration in one's final grade. Class participation and completion of the required reading and assignments are mandatory for your maximum grade. All assignments are expected when due. Late assignments are subject to lowering of grade.

Please note that **ALL COURSE GRADES ARE FINAL.**

Incompletes: The interim grade Incomplete may be assigned when a student's work is of passing quality, but a small portion of the course requirements is incomplete for good cause (e.g. illness or other serious problem). It is the student's responsibility to discuss with the instructor the possibility of receiving an "I" grade as opposed to a non-passing grade. The student is entitled to replace this grade by a passing grade and to receive unit credit provided they complete the remaining coursework satisfactorily, under the supervision of and in a time frame determined by the instructor in charge, but in no case later than the end of the next academic quarter. At that time, the Registrar will cause all remaining Incompletes to lapse to the grade "F". Note: Receiving an "I" does not entitle a student to retake all or any part of the course at a later date.

Student Behavior involving cheating, copying other's work, and plagiarism are not tolerated and will result in disciplinary action. Students are responsible for being familiar with the information on Student Conduct in the General Information Section of the UCLA Extension Catalog or on the website at www.uclaextension.edu

COURSE OUTLINE



Date/Topic	Assignments	Readings
Meeting 1 Understanding Difference as the underlying need for effective communication	Read Chapter Two	The Message Maker
Meeting 2 The Communication Process	Read Chapter Two	The Message Maker
Meeting 3 Using the Communication Process as a Planning Process for Effective Communication	Read Chapter One Review question 7 Exercise 6 Plan an Effective Communication	Human Communication Message Maker: Planning Guide at end of Chapter
Meeting 4 Understanding and Accommodating Diverse Communication Styles	Select a situation involving diverse communication styles and plan an effective communication message.	Article: <i>"It's Not What You Say, But How it's Heard That Counts"</i> Question: How does article relate to communicate with diverse communication styles?
Meeting 5 Understanding and Accommodating Diverse Communication Styles	Analyze a workplace scenario and identify the four different communication styles at work.	Article: <i>"No School doesn't mean no work"</i>
Meeting 6 Using Written, Verbal, and Nonverbal Communication	Communicating 'Bad News' Messages Prepare Mid-Term Projects	Human Communication: Chapter Four – The Nonverbal Message

Meeting 7: Persuasive Communication: Using Principles and Strategies of Persuasion	Group Activity: Create an effective Persuasive communication for a workplace situation	Message Maker: Pgs. 53-63.
Meeting 8 Making Powerful Presentations (The Presentation Sequence)	Group Activity: Prepare an outline for a twenty minute persuasive presentation to a selected audience.	Human Communication Read Chapter Five: Exercises 2, 3.
Meeting 9 Presenting Powerful Presentations (Maximizing your Strengths and Minimizing your Weaknesses)	Present twenty minute group presentation on a persuasive workplace situation/workplace	Prepare an outline using essential elements of Powerful Presentations
Meeting 10 Presenting Powerful Presentations	Group Activity: Present your outline to your group for impact and input	Prepare a 10 minute presentation using all elements of EC and Powerful Presentation
Meeting 11 Facilitation Strategies for Effective Input, Communication, and Decision-Making	Facilitating a scenario that demonstrates use of the dialogue strategy for eliciting input Presentations –Part I	Outline a strategy to lead a workplace group (prepared scenario) toward a decision using ‘Dialogue’ facilitation technique
Meeting 12	Final Projects and Presentations	

