



TigerLIFE
The University of Memphis
Communication for the Workforce

Instructor Name:

Instructor Email:

College of Education Norms

- I take 100% responsibility.
- I seek equity of voice.
- I am willing to talk about sensitive issues.
- I listen for understanding.
- I appreciate the strengths and contributions of others.
- I bring positive energy and encouragement to the team.

TigerLIFE Behavioral Norms

- Be on Time
- Be Prepared
- Be Respectful
- Be Responsible
- Be Safe

Communication for the Workforce

Semester:

Days/Time:

Location:

Course Description: Evaluation of the importance of appropriate communication skills and how to apply these skills for success in the workplace.

Learning Objectives: The purpose of this course is for the student to:

- Utilize appropriate etiquette skills
- Understand effects of body language, verbal and facial expressions
- Develop customer service skills
- Learn effective correspondence between employer and employee

Learning Outcomes: The student will demonstrate mastery of the following:

- Demonstrate etiquette skills during meetings or when dining with employer.
- Compare and contrast with demonstration of appropriate customer service skills.
- Examine how body language, verbal and facial expressions communicate thoughts and emotions.
- Develop appropriate documentation of communication between employer and employees.

Method of Instruction:

- Facilitated Discussion
- Group Interactions
- Field-Based Experiences
- Activities/Presentations
- Authentic Homework Assignments

Course Expectation: To be successful and to master the skills taught in this course, you need to come to class well prepared, be ready to interact with your instructor and classmates, and have appropriate classroom behavior.

TigerLIFE students are expected to follow The University of Memphis Students' Rights and Responsibilities. Please refer to the link provided for details on university policy.

<http://www.memphis.edu/studentconduct/pdfs/csrr.pdf>

Attendance/Late Policy: Attendance is extremely important. This course requires your active participation in the classroom. ALL students are expected to attend class regularly and arrive to class on time. Attendance and tardiness will be recorded daily. Repeated absences and/or tardies will affect your grade. In the event you will be absent or your transportation is late, you need to email your instructor as soon as possible.

Email Policy: @memphis.edu I will respond to emails within two (2) business days.

Electronic Policy: Instructors must approve any use of electronic devices during the semester (i.e. cell phones, Ipads, Ipods, tablets, and/or laptops).

Standards:

Council for Exceptional Children Advanced Standards (CEC)

<https://www.cec.sped.org/>

Learner-Centered Grading: Students will be held to a learner-centered grading policy. Your final grade will be determined by using a rubric which shows how successful you have been through the program.

| Grade | Description |
|-----------------------------|---|
| A 90-100% | The student exceeds mastery of the learning objective: Demonstrated by class attendance, participation, and an exceptional completion of assignments. |
| B 80-89% | The student masters the learning objective: Demonstrated by acceptable class attendance, participation, and completion of assignments. |
| C/S 70-79% | The student masters the learning objective: Demonstrated by attendance, minimum class participation, and completion of assignments. |
| U <70% | The student's needs requires more time and repetition to ensure mastery of the learning objectives. |

| | Learning Objectives | Assignments due |
|---------|---------------------|--------------------|
| Week 1 | | |
| Week 2 | | |
| Week 3 | | |
| Week 4 | | |
| Week 5 | | |
| Week 6 | | |
| Week 7 | | |
| Week 8 | | |
| Week 9 | | |
| Week 10 | | |
| Week 11 | | |
| Week 12 | | |
| Week 13 | | |
| Week 14 | | |
| Week 15 | Finals | Final Exam Project |

SYLLABUS MODIFICATION: The instructor reserves the right to make changes to the syllabus. Changes will be announced in class. Students absent from class when changes are announced are responsible for obtaining this information.

"Communication works for those who work at it." -John Powell