I. Description of Course:
   1. Department/Course: SPCH - 116
   2. Title: Listening Techniques
   3. Cross Reference:
   4. Units: 1
      Lec Hrs: 1
      Lab Hrs: 
      Tot Hrs: 18.00
   5. Repeatability: No
   6. Grade Options: Grade Only (GR)
12. Catalog Description:
    Examine listening styles and practice listening skills for college, career, and personal development. Emphasis is on the benefits of listening, listening theory, and tips for improving listening.

13. Class Schedule Description:
    Study of listening with focus on developing skills for college, career, and personal development.

14. Counselor Information:
    Students will learn how to paraphrase, ask questions, give feedback, and use specific strategies for dealing with difficult people.

II. Student Learning Outcomes
The student will:
   1. Demonstrate the use of critical effective listening skills.
   2. Communicate more effectively with others by using a variety of listening techniques.
   3. Recognize various types of listening problems.
   4. Apply various techniques for resisting distractions and avoiding misunderstandings.
   5. Recognize the effect that culture has on the listening process.

III. Course Outline:
   A. Introduction to the Course
      1. The importance of listening
      2. Common misconceptions (hearing is not listening)
   B. Improving Listening Skills
      1. Listening critically
      2. Eliminating barriers and distractions
      3. Using active, empathetic, and discriminate listening
      4. Applying strategies for improvement
   C. Self concept, Perception, and Mindfulness
      1. Self Concept governs perception
2. Perception as a filter
3. Mindfulness and focus as tools for listening
D. Non-Verbal Communication/Listening to Help Others
   1. Using the SOFTEN technique
   2. Becoming aware of non-verbal behavior in the listening process
   3. Responding appropriately to requests for advice or help
   4. Monitoring yourself and mirroring others
E. Cultural Differences and Listening
   1. Recognizing how culture affects the communication process
   2. Developing cultural competence
   3. Exploring how culture affects global communication
F. Critical Listening/Listening in the Workplace
   1. Evaluating what we hear
   2. Analyzing business communication/case study
   3. Assessing our own business listening style

IV. Course Assignments:

A. Reading Assignments
   1. Listening Reader, Online articles and journals, etc.
B. Projects, Activities, and other Assignments
   1. Skill development exercises
   2. Discussion board/group and peer activities
   3. Conversation Analysis/Interview(s)
   4. Project
C. Writing Assignments
   1. Discussion board postings will be done on a weekly basis with at least one original post and two responses to other students.
   2. Written project that includes identifying a listening skill and three methods for working on the skill.
   3. Responses to discussion questions
   4. Analysis of an interview

V. Methods of Evaluation:

A. Exams
B. Project analysis
C. Interview analysis
D. Self assessment at the beginning and end of course
E. Short quizzes

VI. Methods of Instruction:

A. Discussion
B. Audiovisual
C. Computer Assisted Instruction
D. Collaborative Learning
E. Distance Learning

VII. Textbooks:
Recommended


Supplemental

VIII. Supplies:

CID 3397