

## Communication Competence in the Workplace

Award Type: **Academic Certificate**  
Effective First Year/Term: 2008 Summer I  
Overall G.P.A.: 2.00

Initiating College: **Mesa Community College**  
Program Availability: Shared by: CGCC, GCC, MCC  
Total Credits: 30

Major Code: **6219**  
Faculty Initiator: Loretta Kissell

CIPS Code: 09.99.99  
Instructional Council: Communication (55)

Development Date: 9-17-07  
District Curriculum Committee Online Agenda Date: 1-28-08 to 1-31-08  
MCCCD Governing Board Approval Date: 2-26-08

**Description:** The Academic Certificate (AC) in Communication Competence in the Workplace is an interdisciplinary program of study that provides intensive study of written and oral communication skills in different contexts including interpersonal communication, small group interaction, team-building, problem solving, public speaking and presentation skills, conflict resolution, assertiveness, and leadership. Students develop skills to enhance their professional, social, and personal interactions, and become more competitive and effective in the workforce.

### Program Notes:

+ indicates course has a prerequisite  
Students must earn a grade of "C" or better for all courses within the "Required Courses" area.

### Admission Criteria: None

### Program Prerequisites: None

### Required Courses: Credits: 21

COM110	Interpersonal Communication	3
+ COM225	Public Speaking	3
+ COM230	Small Group Communication	3
+ COM282AC	Volunteerism for Speech Communication: A Service Learning Experience	3
CRE101	Critical and Evaluative Reading I (3) OR Equivalent as Indicated by Assessment	3
ENG101 ENG107	First Year Composition (3) OR First-Year Composition for ESL (3)	3
ENG102 ENG108	First Year Composition (3) OR First Year Composition for ESL (3)	3

### Restricted Electives: Credits: 9

If choosing BPC110 or CIS105 only one can be applied

BPC110	Computer Usage and Applications	3
CIS105	Survey of Computer Information Systems	3

+ COM259	Communication in Business and Professions	3
COM263	Elements of Intercultural Communication	3
+ GBS233	Business Communication	3
+ SWU292	Effective Helping in a Diverse World	3
+ ENG111	Technical Writing	3
IBS109	Cultural Dimension for International Trade	3

**Free Electives: Credits: 3**

Any approved General Education course in the Cultural Awareness [C] value (3) OR		
COM+++++	Any COM communication course (3)	3

**General Education: None**

**Program Competencies**

1. Compose expository essays in English. (ENG101, ENG107)
2. Demonstrate skill in research, note-taking, organization, and documentation in the preparation and writing of a research paper. (ENG102, ENG108)
3. Demonstrate skill in using verbal and nonverbal symbols, interactive listening, resolving interpersonal conflict, and developing and maintaining personal and professional relationships. (COM110)
4. Present ideas in an organized, time-constrained format, and express one's self objectively, subjectively, and creatively. (COM225)
5. Explain and apply principles and processes of small groups to problem-solving, decision-making, and information-sharing. (COM230)
6. Complete a service-learning field experience within a private or public agency, educational institution, or citizen volunteer group. (COM282AC)
7. Read and analyze varied and challenging reading materials, and analyze, synthesize, and evaluate these materials through written discourse. (CRE101)