SMG 201: Manager Communications

Supervisors will learn to communicate more effectively to improve employee satisfaction and heighten employee retention. Course content includes analyzing and practicing basic communication principles and techniques, and will provide methods for overcoming obstacles to effective communication. Participants will also be introduced to effective listening techniques. Emphasis is on practical workplace application. This course is part of a 5 course Leadership Development Certificate program awarded by Tacoma Community Colleges (TCC).

Length: 33 Hours (3 College Credits)

Learning Objectives:

- Describe the process of communication.
- Discuss barriers to interpersonal communication and methods for overcoming these barriers.
- Analyze the functions and procedures of communication in organizations.
- Assess the flow of information in organizations including barriers and methods for overcoming barriers.
- Examine communication styles and self-assess one’s own communication style.
- Practice specialized communication skills: listening, oral, and non-verbal.
- Demonstrate effective presentational and group facilitation skills.

Course Textbook:

- Communicating at Work (1993) by Tony Alessandra & Phil Hunsaker