



## Course Outcome Summary

### Course Information: **Applied Communication Skills**

**Description:** This course treats in a practical and applied manner the spectrum of communication skills necessary to function successfully in a career field with writing fundamentals, business correspondence, telephone courtesy, listening skills, and oral communication. Also job-seeking skills: resume, letter of application and interview.  
\*\*Transcripted Credit Course: Students who successfully complete this course with a C or above will receive college credit at Western Technical College. \*

**Total Credits:** 1

### Course Standards:

Essential Question:

- What are the important skills in communication that allow citizens to understand themselves, be articulate members of society, and obtain and keep a job?

Unit

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1. Understanding Personal Strengths and Weaknesses
2. The Job Search
3. Writing a Resume and Cover Letter
4. Employment Interviews

Unit Outlines

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### 1. Understanding Personal Strengths and Weaknesses

**Standards:**

- Adhere to principles of telephone courtesy and effective telephone use
- Analyze in career self-analysis
- Demonstrate ability to work in groups effectively

**Essential Question:**

- What characteristics are positive for an employee? Which of these characteristics do I have?

**Essential Knowledge:**

Students will:

- Identify their personality type and understand how people like them are good employees
- Identify their personal soft skills and hard skills that might help them obtain employment
- Understand the importance of maintaining a positive cyberpresence
- Understand good email and telephone etiquette for job searchers and employees
- Articulate the kinds of pre-employment tests and how to prepare for each
- Engage in active listening
- Resolve workplace conflicts
- Edit bulleted lists and other business writing
- Demonstrate ability to work in groups effectively

## **2. The Job Search**

### **Standards:**

- Research potential companies and job positions

### **Essential Question:**

- How do people find jobs that would fit well with their skillsets?

### **Essential Knowledge:**

Students will:

- Locate companies offering careers that interest them by searching on the internet, newspaper, and in person
- Create a list of people who are willing to serve as job references
- Create a fact sheet that holds information that might go on a resume or job application
- Know the parts of a job application and how to complete them

## **3. Writing a Resume and Cover Letter**

### **Standards:**

- Demonstrate an ability to write appropriately for a variety of workplace documents
- Employ computer technology in the preparation of documents
- Prepare a variety of workplace documents
- Create effective employment seeking documents

### **Essential Question:**

- What are the important things include in resumes and cover letters?

### **Essential Knowledge:**

Students will:

- Create a career portfolio

- Create a resume that is accurate, visually pleasing, and highlights the applicants best qualities
- Write a cover letter tailored to a job they would want

#### **4. Employment Interviews**

##### **Standards:**

- Demonstrate effective verbal communication skills in career area
- Prepare for a successful face-to-face interview

##### **Essential Question:**

- What preparations must be made before an employment interview in order to present oneself in the most positive light?

##### **Essential Knowledge:**

##### **Students Will:**

- Research common interview questions
- Articulate how to dress for an interview
- Articulate how to behave before, during, and after an interview
- Practice answering common interview questions in their career area.
- Understand how to respond to illegal questions
- Understand how to behave in an ethical manner

