

## Washtenaw Community College Comprehensive Report

### UAT 381 Internal and External Communication for Training Directors (UA 9009) Effective Term: Spring/Summer 2023

#### Course Cover

**College:** Advanced Technologies and Public Service Careers

**Division:** Advanced Technologies and Public Service Careers

**Department:** United Association Department

**Discipline:** United Association Training

**Course Number:** 381

**Org Number:** 28200

**Full Course Title:** Internal and External Communication for Training Directors (UA 9009)

**Transcript Title:** Inter/Exter Com Train Dir 9009

**Is Consultation with other department(s) required:** No

**Publish in the Following:**

**Reason for Submission:** New Course

**Change Information:**

**Rationale:** New United Association course

**Proposed Start Semester:** Spring/Summer 2023

**Course Description:** In this course, students will identify and focus on the day-to-day communication challenges that training directors/coordinators face with the many stakeholders involved in the training program. Through focused discussion and application of communication strategies, students will develop awareness of the challenges and tactics that improve communication and productivity. Strategies related to creating language for operative messaging will be presented. Limited to United Association Instructor Training program graduates.

#### Course Credit Hours

**Variable hours:** No

**Credits:** 1.5

**The following Lecture Hour fields are not divisible by 15: Student Min ,Instructor Min**

**Lecture Hours: Instructor: 22.5 Student: 22.5**

**The following Lab fields are not divisible by 15: Student Min, Instructor Min**

**Lab: Instructor: 1.5 Student: 1.5**

**Clinical: Instructor: 0 Student: 0**

**Total Contact Hours: Instructor: 24 Student: 24**

**Repeatable for Credit:** NO

**Grading Methods:** Letter Grades

Audit

**Are lectures, labs, or clinicals offered as separate sections?:** NO (same sections)

#### College-Level Reading and Writing

College-level Reading & Writing

#### College-Level Math

#### Requisites

#### General Education

## **Degree Attributes**

Below College Level Pre-Reqs

## **Request Course Transfer**

**Proposed For:**

## **Student Learning Outcomes**

1. Develop effective and efficient trade-related communication strategies relevant to local Training Center operations.

### **Assessment 1**

Assessment Tool: Outcome-related written essay

Assessment Date: Spring/Summer 2023

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: Rubric

Standard of success to be used for this assessment: 80% of the students will score 80% or higher.

Who will score and analyze the data: U.A. Instructors

2. Identify and demonstrate task priority related to local Training Center operations using current technology.

### **Assessment 1**

Assessment Tool: Portfolio

Assessment Date: Spring/Summer 2023

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: Rubric

Standard of success to be used for this assessment: 80% of the students will score 80% or higher.

Who will score and analyze the data: U.A. Instructors

3. Develop a strategic plan and schedule to improve communications for administration, students, and members of their local Training Centers.

### **Assessment 1**

Assessment Tool: Worksheet/ Strategic Plan

Assessment Date: Spring/Summer 2023

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: Rubric

Standard of success to be used for this assessment: 80% of the students will score 80% or higher.

Who will score and analyze the data: U.A. Instructors

## **Course Objectives**

1. Discuss strategies for effective conversation.
2. Discuss the verbal, non-verbal, and written ways people communicate.
3. Discuss examples of bad news emails and the strategies for effective responses.
4. Discuss strategies and responses for difficult and uncomfortable conversations.
5. Write responsive emails dealing with uncomfortable situations for classroom discussion.
6. Review standard operations of local Training Centers as well as the documentation and communication for all levels of an apprenticeship program.

7. Define "tasks" as it refers to organization, ranking, and importance.
8. Discuss and demonstrate various email organization methods.
9. Discuss communication techniques for Joint Apprentice Training Committee (JATC) members, administration, and stakeholders.
10. Create operative messaging and communication for requesting and sending official and sensitive information.
11. Create a strategic plan for dealing with effective and efficient communication at a local Training Center.

## **New Resources for Course**

### **Course Textbooks/Resources**

Textbooks  
Manuals  
Periodicals  
Software

### **Equipment/Facilities**

<b><u>Reviewer</u></b>	<b><u>Action</u></b>	<b><u>Date</u></b>
<b>Faculty Preparer:</b> <i>Tony Esposito</i>	<i>Faculty Preparer</i>	<i>Feb 17, 2023</i>
<b>Department Chair/Area Director:</b> <i>Marilyn Donham</i>	<i>Recommend Approval</i>	<i>Mar 09, 2023</i>
<b>Dean:</b> <i>Jimmie Baber</i>	<i>Recommend Approval</i>	<i>Mar 15, 2023</i>
<b>Curriculum Committee Chair:</b> <i>Randy Van Wagnen</i>	<i>Recommend Approval</i>	<i>Apr 18, 2023</i>
<b>Assessment Committee Chair:</b> <i>Shawn Deron</i>	<i>Recommend Approval</i>	<i>Apr 18, 2023</i>
<b>Vice President for Instruction:</b> <i>Victor Vega</i>	<i>Approve</i>	<i>Apr 24, 2023</i>