

Master Syllabus

COM 2287 - Effective Listening

Division: Liberal Arts, Communication and Social Sciences

Department: Communication

Credit Hour Total: 3.0

Lecture Hrs: 3.0

Prerequisite(s): DEV 0035

Other Prerequisite(s): OR Other Any other college level English course

Date Revised: April 2015

Course Description:

Development of effective listening skills. Practical experience in comprehensive, empathic, critical and appreciative listening. Solid foundation in relevant listening theory.

General Education Outcomes:

- ❑ Oral Communication Competency
- ❑ Written Communication Competency
- ❑ Critical Thinking/Problem Solving Competency
- ❑ Values/Citizenship/Community Competency
- ❑ Computer Literacy Competency
- ❑ Information Literacy Competency

Course Outcomes:

Listening process

Identify the elements of the listening process and utilize the requisite skill for becoming effective listeners in a variety of contexts.

Assessment Method: Locally developed exams

Performance Criteria:

70% of items answered correctly

Assessment Method: Performance appraisals

Performance Criteria:

70% content accuracy on rubric

Terms, principles, and theories

Define and distinguish the basic terms, principles, and theories of listening.

Assessment Method: Locally developed exams

Performance Criteria:

70% of items answered correctly

Assessment Method: Performance appraisals

Performance Criteria:

70% content accuracy on rubric

Improve communication behavior

Analyze, adjust, and improve own communication behaviors in interactions.

Assessment Method: Locally developed exams

Performance Criteria:

70% of items answered correctly

Assessment Method: Performance appraisals

Performance Criteria:

70% content accuracy

Outline:

Theoretical principles of listening
Communication process
Listening process
Strategies of effective listening
Theoretical implications of culture upon listening
Theoretical implications of gender upon listening
Theoretical implications of age upon listening
Theoretical implications of brain specialization upon listening
Theoretical implications of listening style preferences upon listening
Theoretical implications of time upon listening
Discriminative listening: audio and visual stimuli and associated skills
Comprehensive listening and the associated skills
Empathic listening and the associated skills

Critical listening and the associated skills

Appreciative listening and the associated skills