

## 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
- Written Communication
- Critical Thinking/Problem Solving
- Values/Citizenship/Community
- Computer Literacy
- Information Literacy

### 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