This course supports the assessments for TJC1. The course covers 3 competencies and represents 2 competency units.

Introduction

Overview
This course introduces learners to elements of communication that are valued in college and beyond. Materials are based on five principles:

1. being aware of your communication with yourself and others,
2. using and interpreting verbal messages effectively,
3. using and interpreting nonverbal messages effectively,
4. listening and responding thoughtfully to others, and
5. adapting messages to others appropriately.

These five principles help you understand the many dynamics in place when we communicate verbally with others and the silent messages that we also send and receive. The course contains supporting media, articles, and excerpts to support a focus on developing verbal and non-verbal interpersonal communication within business, personal, and social settings.

Discovering and learning about communication is possible through electronic text and web-based learning resources. The following dialogue will act as a road map as you work through course materials and assessments. You will have full access to these materials while enrolled in the course.

Competencies
This course provides guidance to help you demonstrate the following 3 competencies:

- **Competency 128.1.1: Foundations of Communication**
  The graduate applies foundational elements of effective communication.

- **Competency 128.1.2: Communication in Context**
  The graduate applies appropriate communication strategies in interpersonal and group contexts.

- **Competency 128.1.3: Public Presentation**
  The graduate demonstrates effective presentational communication strategies in a given context.

Course Instructor Assistance
As you prepare to successfully demonstrate competency in this subject, remember that course instructors stand ready to help you reach your educational goals. As subject matter experts, mentors enjoy and take pride in helping students become reflective learners, problem solvers, and critical thinkers. Course instructors are excited to hear from you and eager to work with you.

Successful students report that working with a course instructor is the key to their success. Course instructors are able to share tips on approaches, tools, and skills that can help you
apply the content you’re studying. They also provide guidance in assessment preparation strategies and troubleshoot areas of deficiency. Even if things don’t work out on your first try, course instructors act as a support system to guide you through the revision process. You should expect to work with course instructors for the duration of your coursework, and you are encouraged to contact them as soon as you begin. Course instructors are fully committed to your success!

**Preparing for Success**

The information in this section is provided to detail the resources available for you to use as you complete this course.

**Learning Resources**

The learning resources listed in this section are required to complete the activities in this course. For many resources, WGU has provided automatic access through the course. However, you may need to manually enroll in or independently acquire other resources. Read the full instructions provided to ensure that you have access to all of your resources in a timely manner.

**Automatically Enrolled Learning Resources**

You will be automatically enrolled at the activity level for the following learning resources. Simply click on the links provided in the activities to access the learning materials.

**VitalSource E-Text**

The following textbooks are available to you as e-texts within this course. You will be directly linked to the specific readings required within the activities that follow.


*Important notes:*

- *This e-text is available to you as part of your program tuition and fees, but you may purchase hard copies at your own expense through a retailer of your choice. If you choose to do so, please use the ISBN listed to ensure that you receive the correct edition.*
- *Please note that not all secondary content resources listed in this publication are available to WGU students and faculty. Additional access codes to online material may not be included in the Learning Resources fee for this course. All content essential for success in the assessment is included.*

**Pearson CourseConnect**

Throughout the course, you will engage with CourseConnect’s *Introduction to Communication*. This learning resource includes interactive presentation material, self-checks, and analysis. You will be directly linked to the specific modules required within the activities that follow.

**Elements and Applications of Effective Communications Learning Community**
You will need to engage with the Elements and Applications of Effective Communication Learning Community. You can access it through the "Learning Resources" tab. In this community, you will receive notices and instructions related to this course, and you will share ideas and thoughts with your course instructor and other students.

Additional Preparations

Whiteboards

Whiteboards may be used to assist you as you complete the assessment for this course. Paper, or other note taking resources, may not be used during the assessment. For math assessments only, scratch paper can be used only when taking the assessment at an on-site testing center. Please view the following video for more information on how to use a whiteboard:

Note: To download this video, right-click the following link and choose “Save as...”: download video.

Pacing Guide

The pacing guide suggests a weekly structure to pace your completion of learning activities. It is provided as a suggestion and does not represent a mandatory schedule. Follow the pacing guide carefully to complete the course in the suggested timeframe.

- Elements of Effective Communication Pacing Guide

Note: This pacing guide does not replace the course. Please continue to refer to the course for a comprehensive list of the resources and activities.

Activities at a Glance

The following is an introduction to the course.

- Elements of Effective Communication Course At-a-Glance

Communication

This course will help you gain an understanding of Communication Theory, as well as improve your life skills in communication. Communication is such a central action, it is easy to never consider how complicated it can be. However, conveying information to another mind is a complicated and fraught process, and an incredible school of thought has been built up considering this complexity.

Introduction to Communication Concepts

In this section, you will complete activities that instruct in the basic models and processes of communication, providing you with the basic information you will build upon throughout the course.

This topic addresses the following competency:
Competency 128.1.1: Foundations of Communication
The graduate applies foundational elements of effective communication.

This topic highlights the following objectives:

- Describe the different communication models
- Define key elements of the communication process
- Explain interpersonal communication concepts and theories
- List each type of communication context
- Exemplify how context can influence communication
- Explain the role of ethics in communication
- Identify examples of ethical considerations in communication
- Demonstrate ethical communication

View the following Course Instructor-created content video:
Lesson 1: Introduction to Communication Concepts

This lesson introduces basic models and processes of communication. Read the assigned chapter from the textbook, then complete the assigned lesson from CourseConnect.

When working with CourseConnect, start by completing the Study Guide for each lesson (see the "Overview" page of the lesson, and click on the "Study Guide" banner in the top left corner). Be sure to use the "Check Your Understanding" section to perform a self-check of the concepts, and review the content using the quizzes from the Study Guide to track your learning progress.

Read the following from Communication: Principles for a Lifetime:

- chapter 1 ("Foundations of Human Communication")

Critical Thinking
Critical thinking is a key component of effective communication. Being able to analyze and critically frame a concept is vital to expressing the ideas and implications of that concept.

This topic addresses the following competency:

- Competency 128.1.1: Foundations of Communication
  The graduate applies foundational elements of effective communication.

This topic highlights the following objectives:

- Define critical thinking
- Identify critical thinking theories related to the giving and receiving of effective messages
- Describe the barriers to critical thinking
- Describe the steps to engaging in critical thinking
Lesson 2: Critical Thinking

This lesson introduces critical thinking skills. Read the assigned chapter from the textbook, then complete the assigned lesson from CourseConnect.

When working with CourseConnect, start by completing the Study Guide for each lesson (see the "Overview" page of the lesson, and click on the "Study Guide" banner in the top left corner). Be sure to use the "Check Your Understanding" section to perform a self-check of the concepts, and review the content using the quizzes from the Study Guide to track your learning progress.

Complete the following lesson from CourseConnect's Introduction to Communication:

• Lesson 2: Critical Thinking

Perception and the Communication Process

Communication is grounded in perception – both the ability to perceive the communication cues from others, as well as recognizing how our own communications are perceived. Understanding the process by which information is communicated can directly impact how effective the message is.

This topic addresses the following competencies:

• Competency 128.1.1: Foundations of Communication
  The graduate applies foundational elements of effective communication.

This topic highlights the following objectives:

• Explain the elements of perceptual process
• Identify influences to perception
• Apply perception influences to personal and professional relationships
• Describe an effective perception checking process

Lesson 3: Perception and the Communication Process

This lesson introduces how perceptions affect communication. Read the assigned chapter from the textbook, then complete the assigned lesson from CourseConnect.

When working with CourseConnect, start by completing the Study Guide for each lesson (see the “Overview” page of the lesson, and click on the “Study Guide” banner in the top left corner). Be sure to use the "Check Your Understanding" section to perform a self-check of the concepts, and review the content using the quizzes from the Study Guide to track your learning progress.

Read the following from Communication: Principles for a Lifetime:
Conflict and the Communication Process

Communication plays a key role in conflict, including instigating it, negotiating it, and resolving it. Conflict as a concept does not just mean argument, but includes competing ideas and the challenges posed between one message and another.

This topic addresses the following competencies:

- Competency 128.1.1: Foundations of Communication
  The graduate applies foundational elements of effective communication.

This topic highlights the following objectives:

- Explain key elements of conflict
- Assess personal conflict style
- Describe healthy responses to conflict
- Demonstrate processes for healthfully responding to conflict

Lesson 4: Conflict and the Communication Process

This lesson introduces how conflict impacts communication. Read the assigned chapter from the textbook, then complete the assigned lesson from CourseConnect.

When working with CourseConnect, start by completing the Study Guide for each lesson (see the "Overview" page of the lesson, and click on the "Study Guide" banner in the top left corner). Be sure to use the "Check Your Understanding" section to perform a self-check of the concepts, and review the content using the quizzes from the Study Guide to track your learning progress.

Read the following from Communication: Principles for a Lifetime:

- chapter 8 ("Enhancing Relationships")

Complete the following lesson from CourseConnect's Introduction to Communication:

- Lesson 4: Conflict and the Communication Process

Verbal Elements of Communication

The clearest example of communication is the verbal signals we send through noises, sounds, and most importantly language. This topic will explore the specific characteristics of vocal and auditory communications.
This topic addresses the following competencies:

- Competency 128.1.1: Foundations of Communication
  The graduate applies foundational elements of effective communication.
- Competency 128.1.2: Communication in Context
  The graduate applies appropriate communication strategies in interpersonal and group contexts.

This topic highlights the following objectives:

- Identify verbal elements of message formation
- Explain where word power originates
- Apply effective verbal message formation for the context

Lesson 5: Verbal Elements of Communication

This lesson introduces basics of verbal communication. Read the assigned chapters from the textbook, then complete the assigned lesson from CourseConnect.

When working with CourseConnect, start by completing the Study Guide for each lesson (see the "Overview" page of the lesson, and click on the "Study Guide" banner in the top left corner). Be sure to use the "Check Your Understanding" section to perform a self-check of the concepts, and review the content using the quizzes from the Study Guide to track your learning progress.

Read the following from *Communication: Principles for a Lifetime*:

- chapter 3 ("Understanding Verbal Messages")
- chapter 13 ("Delivering Your Presentation")

Complete the following lesson from CourseConnect's *Introduction to Communication*:

- Lesson 5: Verbal Elements of Communication

Nonverbal Elements of Communication

Just as important as verbal communication is the element of nonverbal communication. From gestures and facial expressions to print and sign languages, nonverbal communication offers a rich tapestry of expression.

This topic addresses the following competencies:

- Competency 128.1.1: Foundations of Communication
  The graduate applies foundational elements of effective communication.
- Competency 128.1.2: Communication in Context
  The graduate applies appropriate communication strategies in interpersonal and group contexts.
This topic highlights the following objectives:

- Identify nonverbal elements of message formation
- Describe expectations of nonverbal communication
- Describe the features of computer-mediated communication
- Identify implications of computer-mediated communication

**Lesson 6: Nonverbal Elements of Communication**

This lesson introduces effects of nonverbal messages on communication. Read the assigned chapters from the textbook, then complete the assigned lesson from CourseConnect.

When working with CourseConnect, start by completing the Study Guide for each lesson (see the "Overview" page of the lesson, and click on the "Study Guide" banner in the top left corner). Be sure to use the "Check Your Understanding" section to perform a self-check of the concepts, and review the content using the quizzes from the Study Guide to track your learning progress.

Read the following from *Communication: Principles for a Lifetime*:

- chapter 4 ("Understanding Nonverbal Messages")

Complete the following lesson from CourseConnect's *Introduction to Communication*:

- Lesson 6: Nonverbal Elements of Communication

**Listening and Responding**

Effective communication is more than just being able to express oneself well. It is also about being a good listener, and being able to receive messages and respond to them appropriately.

This topic addresses the following competencies:

- Competency 128.1.2: Communication in Context
  The graduate applies appropriate communication strategies in interpersonal and group contexts.

This topic highlights the following objectives:

- Describe key listening skills
- Explain the importance of active listening
- Demonstrate strategies for effective listening
- Describe key elements of responding
- Identify effective responses
- Demonstrate processes for effecting responses

**Lesson 7: Listening and Responding**
This lesson emphasizes the importance of listening in communication and how best to respond. Read the assigned chapters from the textbook, then complete the assigned lesson from CourseConnect.

When working with CourseConnect, start by completing the Study Guide for each lesson (see the "Overview" page of the lesson, and click on the "Study Guide" banner in the top left corner). Be sure to use the "Check Your Understanding" section to perform a self-check of the concepts, and review the content using the quizzes from the Study Guide to track your learning progress.

Read the following from *Communication: Principles for a Lifetime*:

- chapter 5 ("Listening and Responding")
- appendix A ("Interviewing")

Complete the following lesson from CourseConnect's *Introduction to Communication*:

- **Lesson 7: Listening and Responding**

**Intrapersonal Communication**

Internal communication can often be just as important as external communication to others. How we internalize and self-reflect on our own messages and ideas can often impact the ways in which we express ourselves outwardly.

This topic addresses the following competencies:

- Competency 128.1.2: Communication in Context
  The graduate applies appropriate communication strategies in interpersonal and group contexts.

This topic highlights the following objectives:

- Explain the concept of self
- Explain the importance of self-concept in interpersonal communication
- Describe how one's concept of self is shaped and influenced
- Differentiate between self-concept and self-esteem
- Describe influences to self-esteem
- Identify examples of self-assessment methods

**Lesson 8: Intrapersonal Communication**

This lesson introduces how self-perception effects communication. Read the assigned chapters from the textbook, then complete the assigned lesson from CourseConnect.

When working with CourseConnect, start by completing the Study Guide for each lesson (see the "Overview" page of the lesson, and click on the "Study Guide" banner in the top left corner).
corner). Be sure to use the "Check Your Understanding" section to perform a self-check of the concepts, and review the content using the quizzes from the Study Guide to track your learning progress.

Read the following from *Communication: Principles for a Lifetime*:

- chapter 2 ("Self-Awareness and Communication")

Complete the following lesson from CourseConnect's *Introduction to Communication*:

- Lesson 8: Intrapersonal Communication

**Interpersonal Communication**

Communicating with a partner changes the dynamic of any communication. Understanding how messages are received, transmitted, and changed by one-on-one interactions can provide insight into the best means of communicating among parties.

This topic addresses the following competencies:

- Competency 128.1.2: Communication in Context
  The graduate applies appropriate communication strategies in interpersonal and group contexts.

This topic highlights the following objectives:

- Define individual interpersonal communication
- Implement effective communication in interpersonal communication and relationships
- Write and revise interpersonal communication goals

**Lesson 9: Interpersonal Communication**

This lesson introduces basic communication skills between two persons. Read the assigned chapters from the textbook, then complete the assigned lesson from CourseConnect.

When working with CourseConnect, start by completing the Study Guide for each lesson (see the "Overview" page of the lesson, and click on the "Study Guide" banner in the top left corner). Be sure to use the "Check Your Understanding" section to perform a self-check of the concepts, and review the content using the quizzes from the Study Guide to track your learning progress.

Read the following from *Communication: Principles for a Lifetime*:

- chapter 7 ("Understanding Interpersonal Communication")

Complete the following lesson from CourseConnect's *Introduction to Communication*:

- Lesson 9: Interpersonal Communication
Relationship Dynamics
The relationship between individuals can affect how well they communicate, and their communications can often affect the relationship. Communications can offer many strategies for relationship management.

This topic addresses the following competencies:

- Competency 128.1.2: Communication in Context
  The graduate applies appropriate communication strategies in interpersonal and group contexts.

This topic highlights the following objectives:

- Identify relational stages
- Describe relational theories
- Explain how relational theories influence communication
- Explain relationship choices of adapt, maladapt, and deal break
- Identify when each relationship choice of adapt, maladapt, and deal break would be effective

Lesson 10: Relationship Dynamics

This lesson introduces the effect relationships on communication. Read the assigned chapters from the textbook, then complete the assigned lesson from CourseConnect.

When working with CourseConnect, start by completing the Study Guide for each lesson (see the "Overview" page of the lesson, and click on the "Study Guide" banner in the top left corner). Be sure to use the "Check Your Understanding" section to perform a self-check of the concepts, and review the content using the quizzes from the Study Guide to track your learning progress.

Read the following from Communication: Principles for a Lifetime:

- chapter 8 ("Enhancing Relationships")

Complete the following lesson from CourseConnect's Introduction to Communication:

- Lesson 10: Relationship Dynamics

Intercultural Communication
Differences between cultures can often be an impediment to effective communication. Differences in cultural perspective can impact the perceived meaning of a message between two groups. Understanding how to navigate cultural barriers can reduce miscommunication and improve understanding among cultures.

This topic addresses the following competencies:
This topic highlights the following objectives:

- Describe culture
- Identify elements of the audience that influence message formation
- Demonstrate methods for connecting with others

**Lesson 11: Intercultural Communication**

This lesson introduces dynamics that culture has on communication. Read the assigned chapters from the textbook, then complete the assigned lesson from CourseConnect.

When working with CourseConnect, start by completing the Study Guide for each lesson (see the "Overview" page of the lesson, and click on the "Study Guide" banner in the top left corner). Be sure to use the "Check Your Understanding" section to perform a self-check of the concepts, and review the content using the quizzes from the Study Guide to track your learning progress.

Read the following from *Communication: Principles for a Lifetime*:

- chapter 6 ("Adapting to Others: Diversity and Communication")

Complete the following lesson from CourseConnect's *Introduction to Communication*:

- **Lesson 11: Intercultural Communication**

**Group Communication**

Communicating to large audiences requires a specific set of skills and knowledge. Recognizing that group dynamics and crowd responses can impact how a message is received can improve your chances for successful transmission of your ideas.

This topic addresses the following competencies:

- Competency 128.1.2: Communication in Context
  The graduate applies appropriate communication strategies in interpersonal and group contexts.

This topic highlights the following objectives:

- Describe elements that identify a group
- Identify expectations in a group
- Demonstrate methods for effective group process
Lesson 12: Group Communication

This lesson introduces dynamics involved when communicating with a group. Read the assigned chapters from the textbook, then complete the assigned lesson from CourseConnect.

When working with CourseConnect, start by completing the Study Guide for each lesson (see the “Overview” page of the lesson, and click on the “Study Guide” banner in the top left corner). Be sure to use the "Check Your Understanding" section to perform a self-check of the concepts, and review the content using the quizzes from the Study Guide to track your learning progress.

Read the following from Communication: Principles for a Lifetime:

- chapter 9 ("Understanding Group and Team Performance")
- chapter 10 ("Enhancing Group and Team Performance")

Complete the following lesson from CourseConnect's Introduction to Communication:

- Lesson 12: Group Communication

Presentations

Public speaking requires knowledge of group dynamics and expected responses. Understanding your audience can improve your ability to communicate your ideas. This section pulls together all of the concepts and skills presented in your materials.

This topic addresses the following competencies:

- Competency 128.01.03: Public Presentation
  The graduate demonstrates effective presentational communication strategies in a given context.

Making presentations to an audience requires you to incorporate many communication skills. This topic introduces those concepts to help you prepare presentation.

This topic highlights the following objectives:

- Preparation strategies
- Customizing presentation to specific audience and purpose
- Choosing appropriate resources and supplemental materials
- Critically select presentation style and resources for the need
- Adapt presentation to inform, persuade, dialogue

Read from Communication: Principles for a Lifetime

Read the following from Communication: Principles for a Lifetime:
• **Chapter 11 ("Developing Your Presentation")**
• **Chapter 12 ("Organizing and Outlining Your Presentation")**
• **Chapter 13 ("Delivering Your Presentation")**
• **Chapter 14 ("Speaking to Inform")**
• **Chapter 15 ("Speaking to Persuade")**

**Review Resources from Pearson’s MyCommunication Lab**

Review the following resources from Pearson’s MyCommunication Lab.

These videos and exercises illustrate basic public speaking principles such as developing and delivering effective informative and persuasive speeches, managing speaker anxiety, using presentation aids, and generating speaker credibility. Use these resources to check your understanding of the competencies in question.

**Chapter 11 ("Developing Your Presentation")**

- Martin Cox Discusses the Speech Purpose (video)
- Fear of Public Speaking (video)

**Chapter 12 ("Organizing and Outlining Your Presentation")**

- Conclusions: Using Recapping/Summary (video)

**Chapter 13 ("Delivering Your Presentation")**

- Using Presentation Aids (video)

**Chapter 14 ("Speaking to Inform")**

- Informative Speeches (review activity)
- Informative Speech Example: “Elvis Presley” (video)

**Chapter 15 ("Speaking to Persuade")**

- The Process of Building a Persuasive Argument (video)
- The Process of Building a Persuasive Argument (review activity)
- Generating Credibility (video)
- Persuasive Speech Example: “Mandatory Minimums” (video)

**Interviews**

Interviews are opportunities to inform others of your knowledge and skills. This is also the time in which you can persuade others that you are a likely candidate for a position. Interviews give you the opportunity to incorporate all communication principles into one setting. Knowing your audience and being well prepared to respond to potential questions are important during the interview process.
This topic addresses the following competencies:

- Competency 128.01.03: Public Presentation
  The graduate demonstrates effective presentational communication strategies in a given context.

This topic highlights the following objectives:

- Preparation strategies
- Personal influence
- Overcome personal challenges
- Informative communication during an interview
- Persuasive communication during an interview

**Read from Communication: Principles for a Lifetime:**

Read the following from *Communication: Principles for a Lifetime*:

- [Appendix A ("Interviewing")](#)

**View the following Course Instructor-created content video:**

**Review supplemental resources from WGU's Career Services website:**

**Interviewing Tips (review exercise)**

**Final Steps**

Congratulations on completing the activities in this course! This course has prepared you to complete the assessments associated with this course. If you have not already been directed to complete the assessments, schedule and complete them now.