

Course Title: Oral Communications in the Correctional Environment
Credit Hours: 3

Course Description: This course highlights the application of human communication skills in the corrections workplace. Focus will be on communications between correctional staff and also between correctional staff and inmates. Emphasis will be on self concept, perception, verbal and nonverbal messages, interpersonal relationships, and small group communication.

Students who successfully complete this course will:

1. Utilize effective interpersonal skills in the workplace
2. Recognize nonverbal and verbal communication patterns affecting work relationships
3. Improve listening skills
4. Recognize and effectively resolve with ethical dilemmas within the correctional setting

COURSE COMPETENCIES

1. Utilize effective interpersonal skills in the workplace
 - a. Communicate in a clear, courteous, concise and correct manner on
 - b. personal and professional levels
 - c. Apply basic social communication skills in personal and professional
 - d. situations
2. Recognize nonverbal and verbal communication patterns affecting work relationships
 - a. Define the principles of verbal messages
 - b. Utilize verbal messages effectively
 - c. Explain the functions of nonverbal communication
 - d. Identify culture, gender and nonverbal communication
3. Improve listening skills
 - a. Develop effective listening skills in personal and professional situations
 - b. Practice listening without prejudice
4. Recognize and effectively resolve with ethical dilemmas within the correctional setting
 - a. Develop professional communication skills
 - b. Follow proper guidelines when listening to inmates

COURSE OUTLINE

To Be Determined by Local Institution