CMNS 280  
Communications  
Team and Small Group Communication for the Workplace  
3

**COURSE NAME/NUMBER**

**FACULTY/DEPARTMENT**

**UFV CREDITS**

**COURSE DESCRIPTIVE TITLE**

Workplace communication often requires both team and small group interactions. This course expands on skills learned in introductory communication courses by specifically addressing oral and written strategies used when working in teams and/or groups. A focus woven throughout the course will be on diversity and the development of group cohesion and task outcomes. Students will learn principles and practices used for group communication applied to both a face-to-face and virtual context. The course will examine how to assess when group vs. individual work should be used. It will focus on group/team development, membership, leadership, mentorship, and the dynamics of collaboration. Verbal, nonverbal, and listening techniques and strategies will be covered.

**PREREQUISITES:**  
CSM 108, or one of the following: CMNS 125, CMNS 155, CMNS 175, or ENGL 105.

**SYNONYMOUS COURSE(S):**

(a) Replaces:  
(b) Cross-listed with:  
(c) Cannot take: for further credit.

**TOTAL HOURS PER TERM:** 45

**STRUCTURE OF HOURS:**

- Lectures: 15 Hrs  
- Seminar: 30 Hrs  
- Laboratory: Hrs  
- Field experience: Hrs  
- Student directed learning: Hrs  
- Other (specify): Hrs

**TRAINING DAY-BASED INSTRUCTION:**

- Length of course:  
- Hours per day: 3  
- Maximum enrolment: 25  
- Expected frequency of course offerings: Annually (every semester, annually, every other year, etc.)

**OTHER:**

- WILL TRANSFER CREDIT BE REQUESTED? (lower-level courses only)  
  - Yes  
  - No

- WILL TRANSFER CREDIT BE REQUESTED? (upper-level requested by department)  
  - Yes  
  - No

- TRANSFER CREDIT EXISTS IN BCCAT TRANSFER GUIDE:  
  - Yes  
  - No

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**Course designer(s):** Linda Pardy and Marcella LaFever  
**Department Head:** David Thomson  
**Date approved:** September 7, 2012  
**Campus-Wide Consultation (CWC):**  
**Date of meeting:** October 5, 2012  
**Curriculum Committee chair:** Tetsuomi Anazai  
**Date approved:** October 12, 2012  
**Dean/Associate VP:** Jacqueline Nolte  
**Date approved:** October 12, 2012  
**Undergraduate Education Committee (UEC) approval:**  
**Date of meeting:** October 26, 2012
LEARNING OUTCOMES:
Upon successful completion of this course, students will be able to:

- Evaluate the advantages and disadvantages of working in groups
- Apply communication principles and practices that honor diversity
- Summarize learning styles and personality types effective in forming group
- Define characteristics found in teams and small groups
- Analyze effective and ineffective group dynamics
- Employ strategies and techniques used to balance group dialectics
- Manage group conflict by identifying and resolving key communication challenges
- Utilize group planning techniques
- Facilitate virtual group discussions
- Present collaborative oral presentations

METHODS: (Guest lecturers, presentations, online instruction, field trips, etc.)
Lecture, case studies, in-class group and individual assignments, simulations, student-led projects, online group discussions.

METHODS OF OBTAINING PRIOR LEARNING ASSESSMENT RECOGNITION (PLAR):
- Examination(s)
- Portfolio assessment
- Interview(s)
- Other (specify):

TEXTBOOKS, REFERENCES, MATERIALS: [Textbook selection varies by instructor. Examples for this course might be:]

SUPPLIES / MATERIALS:
Access to Blackboard (UFV online) and instructor created materials

STUDENT EVALUATION: [An example of student evaluation for this course might be:]
- Discussion facilitation 20%
- Student oral presentation 25%
- Case study analysis report 20%
- Group presentation and class lead 25%
- Collaboration, leadership, and self-reflection 10%

COURSE CONTENT: [Course content varies by instructor. An example of course content might be:]
Part 1) Week 1-4: Foundations of Group and Team Communication
  - Theories of small group communication
  - Assessing group/team vs. individual work
  - Defining teams vs. small groups
  - Communication processes in groups
  - Meeting management
  - Communication techniques across audience
  - Group formation

Part 2) Week 5-8: Managing Group and Team Relationships
  - Preparing for collaboration
  - Valuing group member diversity
  - Analyzing group communication
  - Face-to-face and computer mediated group dynamics
  - Group goals, social interdependence and trust
  - Enhancing group & team communication skills

Part 3) Week 9-13: Managing Group and Team Tasks
  - Leadership and power dynamics
  - Making decision and solving problems
  - Cohesion and task quality
  - Conflict in group decision-making
  - Enhancing creativity in groups and teams
  - Producing as a group/team