**OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM**

Note: The University reserves the right to amend course outlines as needed without notice.

<table>
<thead>
<tr>
<th>Course Code and Number: CMNS 380</th>
<th>Number of Credits: 3 [Course credit policy (105)]</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Course Full Title:</strong> Communicating in the Cross-Generational Workplace</td>
<td></td>
</tr>
<tr>
<td><strong>Course Short Title (if title exceeds 30 characters):</strong> Cross-Generational Workplace</td>
<td></td>
</tr>
<tr>
<td><strong>Faculty:</strong> Faculty of Humanities</td>
<td><strong>Department (or program if no department):</strong> Communications</td>
</tr>
</tbody>
</table>

**Calendar Description:**
This course is designed to provide students with the skills needed to interact and communicate within a day-to-day workplace environment and build on the potential of a cross-generational workplace. Students will learn how to use a variety of communication strategies from various world views to effectively draw on the strengths of a cross-generational team, in a variety of Canadian workplace contexts.

**Prerequisites (or NONE):** 45 university-level credits including CMNS 251.

**Corequisites (if applicable, or NONE):**

**Pre/corequisites (if applicable, or NONE):**

**Equivalent Courses (cannot be taken for additional credit)**
- Former course code/number:
- Cross-listed with:
- Equivalent course(s):
  
  *Note: Equivalent course(s) should be included in the calendar description by way of a note that students with credit for the equivalent course(s) cannot take this course for further credit.*

**Transfer Credit**
- Transfer credit already exists: ☐ Yes ☒ No
- Transfer credit requested (OReg to submit to BCCAT): ☐ Yes ☒ No (if yes, fill in transfer credit form)
- Resubmit revised outline for articulation: ☐ Yes ☒ No
- To find out how this course transfers, see [bctransferguide.ca](http://bctransferguide.ca).

**Total Hours: 45**

**Typical structure of instructional hours:**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lecture hours</td>
<td>20</td>
</tr>
<tr>
<td>Seminars/tutorials/workshops</td>
<td>25</td>
</tr>
<tr>
<td>Laboratory hours</td>
<td></td>
</tr>
<tr>
<td>Field experience hours</td>
<td></td>
</tr>
<tr>
<td>Experiential (practicum, internship, etc.)</td>
<td></td>
</tr>
<tr>
<td>Online learning activities</td>
<td></td>
</tr>
<tr>
<td>Other contact hours</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>45</td>
</tr>
</tbody>
</table>

**Special Topics**
- Will the course be offered with different topics? ☐ Yes ☒ No
- If yes, different lettered courses may be taken for credit: ☐ No ☐ Yes, repeat(s) ☐ Yes, no limit

*Note: The specific topic will be recorded when offered.*

**Maximum enrolment (for information only): 36**

**Expected frequency of course offerings (every semester, annually, every other year, etc.): Every other year**

**Department / Program Head or Director:** Lynn Kirkland Harvey

**Date approved:** November 4, 2016

**Faculty Council approval**

**Date approved:** February 10, 2017

**Campus-Wide Consultation (CWC)**

**Date of posting:** March 17, 2017

**Dean/Associate VP:** Jaqueline Nolte

**Date approved:** February 10, 2017

**Undergraduate Education Committee (UEC) approval**

**Date of meeting:** March 24, 2017
Learning Outcomes
Upon successful completion of this course, students will be able to:

- Identify the generational influences that shape individual communication patterns
- Distinguish between ageism, stereotyping, and generational values
- Incorporate concepts of cultural diversity, Indigenization, and associated world views in multigenerational contexts
- Evaluate cross-generational work team dynamics
- Analyze case-based cross-generational workplace-related conflicts
- Develop cross-generational communication strategies

Prior Learning Assessment and Recognition (PLAR)
☐ Yes ☐ No, PLAR cannot be awarded for this course because

Typical Instructional Methods (guest lecturers, presentations, online instruction, field trips, etc.; may vary at department’s discretion)
Lectures, case studies, video/DVD, student-led presentations.

Grading system: Letter Grades: ☐ Credit/No Credit: ☐ Labs to be scheduled independent of lecture hours: Yes ☐ No ☐

NOTE: The following sections may vary by instructor. Please see course syllabus available from the instructor.

Typical Text(s) and Resource Materials (if more space is required, download Supplemental Texts and Resource Materials form)

<table>
<thead>
<tr>
<th>Author (surname, initials)</th>
<th>Title (article, book, journal, etc.)</th>
<th>Current Publisher</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Johnson, M.</td>
<td>Engaging a multigenerational and multicultural workforce: One style does not suit all</td>
<td>Plans &amp; Trusts</td>
<td>2015</td>
</tr>
</tbody>
</table>

Required Additional Supplies and Materials (software, hardware, tools, specialized clothing, etc.)

Typical Evaluation Methods and Weighting

<table>
<thead>
<tr>
<th>Final exam:</th>
<th>%</th>
<th>Assignments:</th>
<th>100%</th>
<th>Midterm exam:</th>
<th>%</th>
<th>Practicum:</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quizzes/tests:</td>
<td>%</td>
<td>Lab work:</td>
<td>%</td>
<td>Field experience:</td>
<td>%</td>
<td>Shop work:</td>
<td>%</td>
</tr>
<tr>
<td>Other:</td>
<td>%</td>
<td>Other:</td>
<td>%</td>
<td>Other:</td>
<td>%</td>
<td>Total:</td>
<td>100%</td>
</tr>
</tbody>
</table>

Details (if necessary):
- Blog and Article Reflection: 15%
- Student Presentations and Workshops: 30%
- Case Study Analysis: 25%
- Research Review Report: 25%
- Participation/Leadership: 5%

Typical Course Content and Topics
The course takes a practical approach to addressing the factors that influence and challenge workplace communication that spans four generations of employees in a variety of workplace context.

A) Cross-generational Realities
   a. Ageism and stereotyping
   b. Demographics – Looking at research
   c. Generation characteristics and worldviews
   d. Generation challenges
   e. Motivation and values
   f. Realities and myths: What to believe

B) The Cross-generational Workplace
   a. Factors contributing to the multigenerational workplace
   b. Skills sets that contribute
   c. Skills sets that clash
C) Communication Challenges
   a. Wants, needs and preferences
   b. Balancing information needs
   c. When to text, when to meet, when to phone
   d. Communication technology across generations – how to use it and when
   e. Communication expectations
   f. Writing across generations
   g. Interpersonal cross-generational communication

D) Working Together: Strategic communication planning
   a. Cross-generational work team participation and facilitation
   b. Communication protocols
   c. Communication coaching
   d. Collaboration techniques