

**Department of Communication
Western Kentucky University
FAC 130 (270) 745-3296**

**COMM 240-001
Critical Listening
Spring 2006
FAC 149, 3:00 p.m. – 4:20 p.m. MW**

Materials

**Brownell, Judi. (2005). Listening: Attitudes, Principles, and Skills. Third Edition. Allyn and Bacon: Boston:
Pocket folder**

Instructor: Donna Renaud, M.A.
Office: FAC 194
Office hours MWF 8:30 a.m. – 9:10 a.m.
MW 4:30 p.m. – 5:00 p.m.
Fri 2:45 p.m. – 4:00 p.m.
or by appointment
Phone (270) 745-5880 Fax (270) 745-3295
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Course site: <http://ecourses.wku.edu/>

Course Description and Credits

A study of listening/feedback behavior as an integral part of the communication process, development of listening/feedback skills, and an awareness of barriers to effective listening and feedback.

Desired Learning Outcomes/Objectives

When finished with this course you should be able to:

- 1. Articulate to any person/audience the process of listening in oral communication;**
- 2. Articulate to any person/audience the role of listening in oral communication;**
- 3. Critically evaluate research (and materials) developed in listening;**
- 4. Listen more effectively in terms of the components of listening, the various contexts of listening, and the various purposes of listening;**
- 5. Apply the principles of effective feedback behaviors;**
- 6. Develop interpersonal skills through the art of listening i.e. non-verbal behavior and the maturation process of communication generated by active listening;**
- 7. Participate in the service-learning component.**

Evaluation/Measurement of Learner Outcomes

- 1. Participation in class listening exercises;**
- 2. Three examinations;**
- 3. Preparation of 6 listening journal assignments;**
- 4. Written and oral analysis of one research article on listening.**
- 5. Watson-Barker pre and post test evaluation**
- 6. Service Learning outcome evaluation**

Grading Assessment

Three Examinations	225 (75 each, includes the final)
Listening Journal Assignments	90 (6 x 15 each)
Written/Oral Research Articles Analysis	75
Class participation and Homework assignments	35
Service Learning Outside Activities	75
Total	500

Final Grade Scale

450-500 = A
400-449 = B
350-399 = C
300-349 = D
Below 300 = F

Policy statement (due dates, make-ups) on major projects, examinations, and other assignments.

Major due dates are listed in the daily schedule. In-class listening activities *may not be made up*. If you are absent on the day when this activity is done, you will miss up to ten points. University excuses will be allowed *with prior notification*. If for any reason you must miss one of these exams, please make arrangements before the exam.

SERVICE LEARNING COMPONENT

This class will partner with Girls Inc. for hands-on experience as a service learning activity. This will involve some out-of-class time, which will be compensated by designated days off from regularly scheduled class time.

Each student will participate in the following activities:
Outside group activity with Girls, Inc (see daily schedule);
Three individual hours on site at Girls, Inc.

Lack of attendance at Girls, Inc. will be considered a class absence. Tutoring/mentoring times are Monday through Thursday from 3:15 – 4:30 p.m. at Girls, Inc. located at 260 Scott Way, Bowling Green, KY 42101. Their phone number is 781-3549. Girls, Inc. provides a sign-in and out log at their front desk.

Attendance Policy:

You should make every effort to attend all class sessions. I will allow two unexcused absences, after that you will be penalized 2 points per absence on your final grade.

Plagiarism

Plagiarism is defined as "...presenting the ideas and words of others as if they were your own and without acknowledging their origin." (Osborn & Osborn, 1994)

Western Kentucky University views plagiarism as a serious offence. "Students who commit any act of academic dishonesty may receive from their instructor a failing grade in that portion of the course work in which the act is detected or a failing grade in a course without possibility of withdrawal. The faculty member may also present the case to the Office of the Dean of Student Life for disciplinary sanctions." (Hilltopics, 1994).

Obviously, those in our field should practice especially rigorous standards of honesty in the practice of communication, whether in written communication or face-to-face. Therefore, any student who plagiarizes can expect severe sanctions including an F in the course in addition to penalties from the Office of the Dean of Student Life.

"Students with disabilities who require accommodations (academic adjustments and/or auxiliary aids or services) for this course must contact the Office for Student Disability Services, Garrett Conference Center, Room 101. The OFSDS telephone number is (270) 745-5004 V/TDD."

"Per university policy, please DO NOT request accommodations directly from the professor or instructor without a letter of accommodation from the Office for Student Disability Services."