

University of Wisconsin – Stevens Point
Division of Communication

Communication 342/542: Training and Development

aka: “*Learning and Development*”

Section 1: Monday/Wednesday 9:30AM – 10:45AM CAC 202

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Office hours: Tuesday/Thursday 9:15am-10:15am, and by appointment

Course Introduction and Description:

Training is part of every position within an organization. For example, employees leaving an organization are often asked to train those who will replace them, in-house or hired trainers develop training programs for professional development programs, seasoned workers are asked to train new hires “on-the-job”, and the best leaders often do all they can to impart the lessons they’ve learned to the rising generation. From practicing a new language, game, or craft to coaching little league, learning a dance, or helping a friend fix a car - much of our lives are spent either training or being trained. This course is designed for students who want to develop knowledge and skill in effective training practices. The focus for this semester will be on instructional design, delivery, and assessment of training workshops for adult learners.

Learning Outcomes:

During this course, students will:

1. Demonstrate an understanding of concepts, techniques, and theories related to the field of training & development (aka: “*Learning and Development*”) and adult learning
2. Apply training techniques and best practices in adult learning by delivering professional workshops as individuals and teams

Required Materials

- Beebe, S. A., Roach, D. & Mottet, T.P. (2012). *Training and Development: Communicating for Success*. (2nd ed.) Boston: Pearson.
- 3x5 Cards (1 packet)
- Miscellaneous materials for assigned training sessions
- Professional Attire (For Final Training Workshop)

Comm 342 Course Assignments and Grading

Graded Work	% Final Grade
Activities	70%
Mini Workshops	20% (pass/fail)
Final Training Project	50% (10% = Research Paper & 40% = Final Training Workshop)
Exams	30%
Exam 1 (3 attempts, highest score recorded)	5%
Exam 2 (3 attempts, highest score recorded)	10% (cumulative to date)
Exam 3 (3 attempts, highest score recorded)	15% (cumulative to date)

* Comm 542 Graduate Students: please refer to Comm 542 Course Assignments and Grading

Final Grade Percentage Distributions

(Final letter grades will be assigned using this percentage scale)

A	= 95% and up	C+	= 78% - 79.9%
A-	= 90 – 94.9%	C	= 75% - 77.9%
B+	= 88% - 89.9%	C-	= 70% - 74.9%
B	= 85%-87.9%	D	= 60 - 69.9%
B-	= 80% - 84.9%	F	= 59.9% or less

Written Work Guidelines

All written material in this class (outlines, papers, etc.) should be typed and in final-draft form, conforming to the following formatting guidelines:

1. **.PDF or .docx** file formats ONLY (other formats will not be accepted/graded)
2. Times New Roman
3. 12 pt. font
4. 1" margins
5. double-spaced formatting (0 pt. spacing "before" and "after")
6. page numbers
7. APA citation style (in-text citations, References Page)
8. Attached **References** page (no References and/or in-text citations = "0" grade)
9. Free of spelling or grammar errors – use the campus writing center if needed.
10. All written materials should include a formal title page with the following information:
 - ✓ Your Name
 - ✓ Submission Date
 - ✓ Course Title
 - ✓ Title of Assignment

Course Policies

Attendance: You must attend class to do well in this class. I will take attendance for the first 2-3 weeks of class (per university policy) and then will take attendance periodically and unannounced.

As a general rule, in-class activities and assignments missed for absences cannot be made-up. Exceptions to this rule are rare and handled on a case-by-case basis based on the causes for excessive absences, review of previous course assignment performance, class participation, and overall effort.

It is your responsibility to contact another student from class to get discussion notes or calendar updates if you are absent.

Students with Disabilities

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you believe you have a disability requiring an accommodation, please contact the Office of Disability Services, Student Services Center Room 103, call 715-346-3365, or email disserv@uwsp.edu.

Academic Integrity

Be honest in what you do in this class. Do your own work and hold yourself to the highest standard of integrity and hard work. Plagiarism is a big deal and is not tolerated in my classroom. Those caught plagiarizing will lose credit on the assignment and may face charges of academic misconduct leading to additional consequences such as:

1. failing the course
2. university expulsion

Talk with me and/or refer to Chapter 14 of the Wisconsin Administrative Code: "Student Academic Standards and Disciplinary Procedures" (<http://www.uwsp.edu/admin/stuaffairs/rights/rightsChap14.pdf>) if you have any questions.

Community Rights and Responsibilities

As a UWSP student you have the right to receive fair and equitable evaluations based on course objectives outlined in the syllabus and without reference to personal or political views. You have the right to expect timely and accurate information and feedback about your progress and achievements in this course. You also have the responsibility to participate fully in the learning experience and to complete all course requirements. Please refer to the following link for more specific rights and responsibilities afforded to you as a UWSP student:

<http://www.uwsp.edu/admin/stuaffairs/rights/rightsCommBillRights.pdf>.

Course Assignment Descriptions

Mini Workshops

Conceptual knowledge is incomplete without application, feedback, and skill development. Students will be assigned to run brief 10-15 minute training workshops focused on a skills-based topic. Sometimes these will be done individually and sometimes in pairs or teams. The goal is to apply training concepts and techniques in a low risk way to gain experience, learn from each other, evaluate what worked and what didn't, and improve. Mini workshops are pass/fail.

Mini Workshop Ground Rules & Ideas

1. Avoid demonstrations, lectures, etc. – class members should walk away with a new “skill”.
2. Skill-oriented workshops can be developed from any of the following topics (and many others not listed!):
 - **Hobbies** (*photography, hiking, cycling, running, illustration, origami, waxing skies, learning a second language, traveling, weight lifting, fishing, hunting, etc.*)
 - **Group Games** (*ice breakers, JOLTs, board games, get-to-know-you games, ultimate-frisbee, leadership development and team-building games, etc.*)
 - **Communication/Management “Soft” Skills** (*interviewing, resume writing, answering emails, handling conflict, decision making, being more assertive, taking notes, negotiating, leadership, team unity, motivation, planning, interviewing, etc.*)
 - **Life Skills** (*using a budget, basic First Aid, controlling your temper, 5-minute meals, fixing a flat tire, Speed Reading, etc.*)
3. Outlawed topics: alcohol, pets in class, use of firearms or weapons, etc. Topics should always be professional, appropriate for a “captive” university audience, and beneficial to others. If you have a question about a topic, please ask before you do it.

Research Paper:

This is your chance to choose the topic you want to train on for the final training workshop and learn as much as you can about it. The research paper is how you will prove what you know.

The following requirements apply to the research paper assignment:

1. Paper must center on a communication-centered skillset (managing conflict, networking, giving presentations, job interviews, writing a resume/cover letter, time management, leadership, team-building, sales techniques, persuading others, change management, motivation, managing emotion, building relationships, creativity, etc.)
2. No more than 10 pages in length.
3. Follows course Written Materials Guidelines
4. Integrates the following sources into the body of the paper (cited in-text with full citations in References page):
 - a. At least 3 peer-reviewed academic articles
 - b. At least 4 professional trade journal articles (recent)
 - c. At least 3 credible books (avoid tabloid style books like “Men are from Mars, Women are from Venus” – make sure they are credible)
 - d. No more than 2 internet sources (optional – you may choose not to include any internet sources)

Final Training Project:

This will be your most important chance to demonstrate professional training skills in this course. Supported by the concepts you've mastered and practiced throughout the semester as well as the in-depth topic knowledge developed from your research paper assignment, each student will individually develop and deliver a 20-minute skills-based workshop on a communication-related topic. Topics used in the past and/or are often used to train managers, leaders, and workers in organizations include:

- Conflict Management (mgt. styles, mediation, negotiation, etc.)
- Corporate Culture
- Strategic Planning
- Working effectively in Teams
- Leadership Skills (Administrative Skills, Interpersonal Communication, Motivation, etc.)
- Creative Problem Solving
- Giving Professional Presentations (talk with me if you want to do this.)
- Dealing with Difficult People
- Project Management
- Time Management
- Balancing Work/Home Obligations
- Talking to the Press
- Crisis Management
- Interviewing
- Etc.

These are only a few ideas – so if you have something different just talk with me to get it approved. I will provide more detailed assignment information on the Final Training Project in class and via D2L.

COMM 342/542 Course Calendar

(Subject to change by notification from the instructor)

Assignments/reading **due** on the day scheduled below
(FTP = Final Training Project)

Wk	Date	Topic	Task/Assignment Due/Reading
1		Labor Day	
	09/05	Orientation, Syllabus, Schedule	
2	09/10	Mini Workshop #1: Open Topic Time: 10 min (Individually)	Task: Show me what you can do.
	09/12	Communication Training <i>What is Training and Development?</i> Laws of Learning and Andragogy	Read: Chapter 1 pp. 1-15 (Beebe, et. al.) & Chapter 2 pp. 27-38 (Beebe, et. al.)
3	09/17	Mini Workshop #2: Laws of Learning & Andragogy Time: 10 min (Individually)	Task: Apply Laws of Learning & Andragogy Training Techniques
	09/19	Learning Styles	Read: Chapter 2 pp. 38 – 51 (Beebe, et. al.)
4	09/24	Learning Styles, Cont'd (as needed) Work on Mini-Workshop #3 as time permits	
	09/26	Mini Workshop #3: Create a Learning Game Time: 15 min (2-Person)	Task: Each team creates a fun game to review concepts we've covered in class. This will prep you for Exam 1.
5	10/01	No Class – Exam 1 via D2L	Exam 1: Opens via D2L at 12am on 10/01 and closes at 11:59pm on 10/02.
	10/03	The Training Process Assessing Organizations Discussion: FTP	Read: Chapter 1 pp. 15 – 22 (Beebe, et. al.) Chapter 3 pp. 55 – 61 (Beebe, et. al.)
6	10/08	Assessing Individuals Doing a Task Analysis Developing Outcomes	Read: Chapter 3 pp. 62 - 77, and Chapter 4 (Beebe, et. al.) DUE: FTP Topic Due via D2L Discussion Forum by 5pm
	10/10	Developing Training Content Outlines	Read: Chapter 5 (Beebe, et.al.) We'll meet at start of class in our CAC room, then we'll go to work. Bring Laptop, use mobile device, or go to campus lab for work. Task: Develop FTP Content Outlines

7	10/15	Training Methods: Lectures & Facilitating Group Discussion, Using Presentation Aids	Read: Chapter 6 (Lecture & Facilitating Group Discussion sections), Chapter 8 (Beebe, et. al.)
	10/17	Training Methods: Experiential Activities	Read: Chapter 6 (Experiential Activities)
8	10/22	No Class – Exam 2 via D2L	Exam 2: Opens via D2L at 12am on 10/22 and closes at 11:59pm on 10/23.
	10/24	Open Work Day (Cade Available in Office) - Mini Workshop #4 - Research Paper	
9	10/29	Mini Workshop #4: Delivery Methods Time: 10 min (Individually)	Task: Use research topic as subject matter * Sign-up for FTP Workshop Times Opens in D2L Discussion Forum by 5pm
	10/31	Mini Workshop #4: Delivery Methods, Cont'd Time – 10 min (Individually)	Task: Use research topic as subject matter
10	11/05	Mini Workshop #4: Delivery Methods Time: 10 min (Individually)	Task: Use research topic as subject matter
	11/07	Managing Conflict and Dealing with Difficult Participants	Read: Chapter 10 Research Papers Due by 5pm, Friday 11/09 in D2L Dropbox
11	11/12	In Class Workshop: “Developing Your Training Plan for the Final Training Project”	Read: Chapter 9 Task: Bring Rough Draft of Your Final Training Project Training Plan to Class for Round Robin Feedback
	11/14	Assessing Learning Outcomes	Read: Chapter 11 Task: Develop Assessment tools for Final Training Workshop
12	11/19	Open Work Day - FTP	
	11/21	No Class – Thanksgiving Holiday – continue working on final training workshop as able	
13	11/26	Final Training Workshops	
	11/28	Final Training Workshops	
14	12/03	Final Training Workshops	
	12/05	Final Training Workshops	
15	12/10	Review for Exam 3	
	12/12	No Class – Exam 3 via D2L	Exam 2: Opens via D2L at 12am on 12/12 and closes at 11:59pm on Friday, 12/15.
16	12/17 – 12/21 (we will not meet during finals week)		Finals Week