# Communication and Teamwork Competency - Course Map

**Instructions:**

Please complete each section under each competency. If the course(s) does not cover that competency, please indicate no coverage in the map.

Mapping multiple courses? If your program covers the competencies in two or more courses, please complete information for all courses in Part One. In addition, if you are describing two or more courses, under the individual competencies, please indicate which course you are describing by including its course number.

**Definitions:**

**Methods** mean any material that you present to cover the content of a particular competency. Methods could include lectures, power point presentations, video or/and audio presentations, field trips, or guest speakers.

**Readings** includes any text material assigned to your students. We understand that many instructors change the readings frequently. For the purpose of the map, please include the course's most current reading assignments. If you assign chapters in a textbook, please include the title of that chapter. Readings also include any viewing or reading of videos or other artifacts.

**Assignments** include any activities that you require students to complete. The summary assessment should also list the assignments. If you require discussion board posts, please give the topic of that discussion assignment. For the purpose of the map, please include the course's most current board topics. We understand that many instructors change discussion boards assignments as needed.

**Assessments** include any way that you use to evaluate if students have mastered that particular competency. For example, if a final exam includes questions about a competency, then include "final exam" on the map. You do not need to include the particular questions.

## Part One: Course Information

**If the course syllabus contains this information, you do not have to repeat the information in Part One.**

**Course Description:**
**Course Outcomes or Student Learning Outcomes:**
**Description of each assignment:**
**Description of each assessment:**
**Description of how students interact with the instructor and with each other:**

## Part Two: Competency-Course Map

**Competency 1: Library Support Staff (LSS) know the basic concepts of interpersonal relations, customer service, teamwork, and communication.**

Methods:
Readings:
Assignments
Assessments:

**Competency 2: LSS select the most appropriate medium for communicating based on the language, communication styles, and needs of library users and colleagues.**

Methods:
Readings:
Assignments:
Assessments:

**Competency 3: LSS resolve conflict in a positive and productive manner and judge when to refer situations to a supervisor.**

Methods:
Readings:
Assignments:
Assessments:

**Competency 4: LSS understand and use effective communication skills to enhance approachability and to transmit information.**

Methods:
Readings:
Assignments:
Assessments:

**Competency 5: LSS practice proactive customer service by anticipating and maintaining awareness of users' needs.**

Methods:
Readings:
Assignments:
Assessments:

**Competency 6: LSS use effective verbal and non-verbal skills that provide the library user with a positive interaction.**

Methods:
Readings:
Assignments:

Assessments:

**Competency 7: LSS know and use the tools of delivering difficult or sensitive information.**

Methods:
Readings:
Assignments:
Assessments:

**Competency 8: LSS participate effectively on teams, commit to meeting agreed-upon goals and objectives, communicate respectfully and professionally, and support team decisions.**

Methods:
Readings:
Assignments:
Assessments:

**Competency 9: LSS seek, give, and accept constructive feedback from co-workers, supervisors, and users.**

Methods:
Readings:
Assignments:
Assessment: