

SPC 2351 (Section 01HG/19165): Listening, Fall 2020
M, W & F, Period 3 (9:35am-10:25am)
This course will be taught synchronously online via Canvas

Instructor: Dr. Lisa Joniak Athearn

Office: 209 Rolfs Hall (No in-person contact scheduled for Fall 2020)

Office Hours: Monday, Wednesday & Thursday, period 5 (11:45am-12:35pm) via Zoom

Office Hours Zoom Link: <https://ufl.zoom.us/j/95649418707>

Phone: 352-392-5421 (please use email)

E-mail: joniakathearn@ufl.edu (email or Canvas are the best ways to reach me)

Website: <http://elearning.ufl.edu> (follow logon for e-learning in Canvas)

Youtube: https://www.youtube.com/playlist?list=PLq_Bd341q2JgCApd80bANCMFxFaPVM-GI

Course Objectives:

1. Articulate the process and role of listening in communication contexts.
2. Critically evaluate research and materials developed in the field of listening.
3. Present and discuss key concepts of listening.
4. Improve personal listening skills.

Required Text: Listening, 5th Edition (1996) by Wolvln, A.D. and Coakley, C. G. (1996). Publisher: Brown & Benchmark.

Our class sessions may be audio visually recorded for students in the class to refer back and for enrolled students who are unable to attend live. Students who participate with their camera engaged or utilize a profile image are agreeing to have their video or image recorded. If you are unwilling to consent to have your profile or video image recorded, be sure to keep your camera off and do not use a profile image. Likewise, students who un-mute during class and participate orally are agreeing to have their voices recorded. If you are not willing to consent to have your voice recorded during class, you will need to keep your mute button activated and communicate exclusively using the "chat" feature, which allows students to type questions and comments live. The chat will not be recorded or shared. As in all courses, unauthorized recording and unauthorized sharing of recorded materials is prohibited

Course Assignments:

1. Paired Presentation (20%)	200
2. Listening Reflection Essay (20%)	200
3. Active Listening Opportunities (ALO's) (15%)	150 (3x50)
4. Mid-Term Exam (15%)	150
5. Final Exam (15%)	150
6. Participation (15%)	150
Total	1000

Scale for Final Grades:

A	93-100%	930-1000 points
A-	90-92%	900-929
B+	87-89%	870-899
B	83-86%	830-869
B-	80-82%	800-829
C+	77-79%	770-799
C	73-76%	730-769
C-	70-72%	700-729
D+	67-69%	670-699
D	63-66%	630-669
D-	60-62%	600-629
E	0-59%	0-599

Course Assignment Description:

1. **Paired Presentation** (200 points): You will partner up with another classmate and create a listening activity (8-10 minutes) that highlights either a "Listening Strategy" or one of the "Ten Factors Influencing Listening" (See Chapter 4). Which one you do will be determined in class (See course schedule). Your activity should demonstrate knowledge of the concept as well as creativity.
2. **Listening Reflection Essay** (200 points): You will reflect on one of the five listening types (discriminative, comprehensive, therapeutic, critical or appreciative). Your essay (4-5 pgs, not including title or bibliography), should show a well-rounded understanding of the listening type, including concepts, skills, benefits and challenges associated with it. As such, exceptional essays will incorporate the relevant concepts discussed in class and provide meaningful personal insights. Your essay will be graded on substance, structure, focus, accuracy and technical control. A specific grading rubric for the reflection essay will be provided via Canvas. Reflections Essays are due by no later than Monday (12/7) and can be submitted via Canvas.
3. **Active Listening Opportunities (ALO's)** (150 points, 50 points each): Throughout the semester you should seek out opportunities to engage in active listening. You will write up a report for each of those listening opportunities (about 2-3 pages per report). You should highlight relevant course material (e.g. What are some of the factors that influenced listening at this event? What type of listening did you engage in?). Your report should be part descriptive and part analytical. It should contain insight and critical thought. **Please do not simply describe the content of the event.** ALO's are due on the following dates: ALO#1: 9/21; ALO#2: 10/23; ALO#3: 11/23.
4. **Mid-Term Exam** (150 points): The Mid-Term Exam will be multiple-choice, true/false, short answer and short essay. It will test your understanding of the process and function side of listening. It covers Chapters 1-4 and any information given during class. The Mid-Term Exam will be given via Canvas using Honorlock.
5. **Final Exam** (150 points): The Final Exam will focus on testing your comprehension of the skills learned in the course. It will focus primarily on the five types of listening and on applying effective listening in a variety of situations. The Final Exam will be given via Canvas using Honorlock.
6. **Participation** (150 points): This class emphasizes the ability to integrate class materials into class discussion and assignments. It is imperative that you stay up to date on the assigned readings and ask questions in class discussions. Being present in body is not considered a substitute for being here in mind. Consistent and competent participation in class is essential to maintaining an acceptable grade in this course. **Exemplary participation** (90%-100%) includes initiating contributions to class discussions, insightful and constructive contributions, and excellent focus and listening to others in every class session. **Proficient participation** (80%-90%) includes mostly insightful contributions to class discourse, plus a sharp focus and attentive listening to others for most class sessions. **Developing participation** (70%-80%) includes contributing to classroom discussion at least half of the time, sometimes offering constructive comments with some signs of insight, but a general lack of focus and attention to others. **Unacceptable participation** (<70%) includes a lack of participation, uninformed comments to class discussion, lack of involvement in activities, constant lack of focus (e.g. distracted on phone) and poor listening to others.

Attendance: Our class is meeting synchronously during our scheduled time (unless otherwise noted). Class attendance is expected. Each unexcused absence will result in a 20 point

reduction in the final grade. Excused absences are consistent with university policies in the undergraduate catalog (<https://catalog.ufl.edu/UGRD/academic-regulations/attendance-policies/>) and require appropriate documentation. Students are responsible for participating in chat roll call during class meetings.

Class Demeanor: Students are expected to behave according to the UF student code of conduct in their classes. This means treating their instructors and fellow classmates with respect. To ensure a positive learning environment, students should not: make complaints publicly (in front of other students); attack the instructor verbally, physically, or in written form; or express reactions in the classroom that would bring harm to other students. Failure to meet the UF code of conduct can impact a student's class participation grade or result in referral to the UF judicial office. Signing another student into class also violates the UF code of conduct. Class atmosphere can be made or broken by the approach that students take to the challenges of the course. Students that support others, show good humor in the face of obstacles, show dedication in the face of setbacks, and show grace when others are not doing as well will help to create a positive communication climate.

Zoom Etiquette: One of the best ways we can connect, both as speakers and listeners is through your webcam. So much of the communication process happens non-verbally. Please try to join class meetings with a device that shows your face. If that's not possible, please upload a recent image of you to try and humanize the experience. Make sure your name is displayed and if you like you can put your preferred pronouns after your name. During class time, try to find a location with excellent wifi and make sure it's a place that's not too distracting or noisy. Remember to make sure you are well-lit (i.e. primary light source should be in front of you, not behind you). Avoid sitting with windows behind you, and also avoid tilting the camera up at spinning ceiling fans. Make eye contact when speaking and mute your mic when you are not speaking. Please wear appropriate clothing. Do not lay down in bed. Feel free to choose an appropriate background (or blur your background).

Accommodations: Students with disabilities requesting accommodations should first register with the Disability Resource Center (352-392-8565, www.dso.ufl.edu/drc/) by providing appropriate documentation. Once registered, students will receive an accommodation letter which must be presented to the instructor when requesting accommodations. Students with disabilities should follow this procedure as early as possible in the semester in order to allow us to provide the most effective support. Students with any accommodations should arrange a meeting with the instructor during the first week of class (and ideally before the end of drop/add) to discuss how we can work together to meet the students' needs and still adhere to the essential elements/functions of the course in regards to attendance and class participation.

Course Evaluation: Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback in a professional and respectful manner is available at <https://gatorevals.aa.ufl.edu/students/>. Students will be notified when the evaluation period opens, and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via <https://ufl.bluer.com/ufl/>. Summaries of course evaluation results are available to students at <https://gatorevals.aa.ufl.edu/publicresults/>.

University Honesty Policy: UF students are bound by The Honor Pledge which states, “We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honor and integrity by abiding by the Honor Code. On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: “On my honor, I have neither given nor received unauthorized aid in doing this assignment.” The Honor Code (<https://www.dso.ufl.edu/sccr/process/student-conducthonor-code/>) specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obligated to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult with the instructor or TAs in this class.

Counseling and Wellness Center

Contact information for the Counseling and Wellness Center:

<http://www.counseling.ufl.edu/cwc/Default.aspx>, 392-1575; and the University Police

Department: 392-1111 or 9-1-1 for emergencies.

Overall about this class: This course has the potential to positively impact all aspects of your life. You are taking the first steps to develop skills that will help you professionally and personally. Many of the skills you will learn in this course involve taking a critical look at yourself to discover the challenges you will face to become a better listener, which will in turn help you become a better communicator. It can be difficult to look at one’s self critically.

The level of challenge described above is equaled by the opportunity to demonstrate courage and purpose. This class will foster a positive atmosphere in which everyone can learn and grow.

Schedule of Topics:

Subject to change as noted in class or on Canvas. You are responsible for keeping up with all announcements and updates on Canvas.

Week # & Dates	Topics Covered	Assignments & Tasks Due
Week 1 Monday (8/31)	Course introduction & syllabus	Purchase book Take syllabus Quiz
Wednesday (9/2)	Ch. 1: The Need for Effective Listening	Read Ch. 1
Friday (9/4)	Finishing up Ch. 1	
Week 2 Monday (9/7)	Labor Day-No class	
Wednesday (9/9)	Ch. 2: The Process of Communication	Read Ch. 2
Friday (9/11)	Finishing up Ch. 2	
Week 3 Monday (9/14)	Ch. 3: The Process of Listening	Read Ch. 3
Wednesday (9/16)	Finishing up Ch. 3	

Friday (9/18)	Ch. 4 Listening as a Communication Function	Read Ch. 4
Week 4 Monday (9/21)	Finishing Up Ch. 4	ALO #1 Due (9/21) Bring questions about assignment to class. Create pairs, select topics, assign order
Wednesday (9/23)	Discussion of Paired Presentation	
Friday (9/25)	Paired Presentation Workshop	

Week # & Dates	Topics Covered	Assignments & Tasks Due
Week 5 Monday (9/28) & Wednesday (9/30)	Paired Presentation Workshop	
Friday (10/2)	Homecoming-No class	
Week 6 Monday (10/5)	Paired Presentation-Group 1 (3 presentations)	Pairs in G1 present
Wednesday (10/7)	Paired Presentation-Group 2 (3 presentations)	Pairs in G2 present
Friday (10/9)	Paired Presentation-Group 3 (3 presentations)	Pairs in G3 present
Week 7 Monday (10/12)	Paired Presentation-Group 4 (3 presentations)	Pairs in G4 present
Wednesday (10/14)	Review for Mid-Term	
Friday (10/16)	Mid-term Exam via Canvas (Honorlock)	
Week 8 Monday (10/19)	Ch. 5: Discriminative Listening	Read Ch. 5
Wednesday (10/21)	Finishing up Ch. 5	
Friday (10/23)	Activity	ALO #2 Due (10/23)
Week 9 Monday (10/26)	Ch. 6: Comprehensive Listening	Read Ch. 6
Wednesday (10/28)	Finishing up Ch. 6	
Friday (10/30)	Activity	
Week 10 Monday (11/2)	Ch. 7: Therapeutic Listening	Read Ch. 7
Wednesday (11/4)	Finishing up Ch. 7	

Friday (11/6)	Activity	
Week # & Dates	Topics Covered	Assignments & Tasks Due
Week 11 Monday (11/9)	Discussion of Reflection Essay	Bring questions, ideas, outlines, rough drafts of reflection essay.
Wednesday (11/11)	Veteran's Day-No class	
Friday (11/13)	Workshop on Reflection Essay	
Week 12 Monday (11/16)	Ch. 8: Critical Listening	Read Ch. 8
Wednesday (11/18)	Finishing up Ch. 8	
Friday (11/20)	Activity & Workshop	
Week 13 Monday (11/23)	Activity & Workshop	ALO #3 Due (11/23)
Wednesday (11/25) & Friday (11/27)	Thanksgiving Break-No class	
Week 14 Monday (11/30)	Ch. 9: Appreciative Listening	Read Ch. 9
Wednesday (12/2)	Activities	
Friday (12/4)	Ch. 10: The Listener's Communication Roles	Read Ch. 10
Week 15 Monday (12/7)	Listening Activities	Reflection Essay Due (12/7)
Wednesday (12/9)	Review for Final Exam	
Friday (12/11)	Reading Day-No class	
Week 16 Finals Week	Final Exam schedule for Thursday (12/17) from 12:30pm-2:30pm via Canvas (Honorlock)	