

SPC 2351 (Sections 6740/6741): Listening, Spring 2021
M, W & F, Period 4 (10:40am-11:30am) in Rolfs 207 & via Zoom

Instructor: Dr. Lisa Joniak Athearn

Office: 209 Rolfs Hall (No in-person contact scheduled for Spring 2021)

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

Office Hours Zoom Link: <https://ufl.zoom.us/j/97807323991>

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 participate in in-depth discussions on listening.
4. Improve personal and professional listening skills.

Required Text: Listening, 5th Edition (1996) by Wolvin, A.D. and Coakley, C. G. (1996). Publisher: Brown & Benchmark. This text is available at most bookstores supplying the university. I have a few copies available to borrow (free!) at a FCFS basis.

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 (10-15 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. A specific grading rubric for the Paired Presentation is available via Canvas.
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. 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 Listening Reflection Essay is available via Canvas. Reflections Essays are due by no later than Monday (4/19) 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 25% descriptive and 75% 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: 2/5; ALO#2: 3/5; ALO#3: 4/5.
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 (whether virtual or face-to-face) 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.

Additional note on class participation:

Participation in our class is fundamental since improving oral conversation skills is a key objective of the course. Thus, students are required to have their cameras on from start to finish during our classes on Zoom. A default setting for our sessions in Zoom is that participants will be muted when they enter, so you will unmute yourself when you comment orally during our whole-group conversations and when you are in small groups. Your instructor may also ask students to reply in the chat box for specific activities. Oral comments on camera and written comments in the chat box are considered activities for participation. If you have technical issues, please immediately consult UF IT Help to resolve them and then contact your instructor. Zoom sessions will not be recorded by the instructor and may not be recorded by students. As in all courses, unauthorized recording and unauthorized sharing of recorded material is prohibited.

Course Expectations:

1. All written assignments must be typed and turned in on time via Canvas. Please proofread your work for clarity, accuracy, and relevance.
2. Files used for presentations are due on the same day as the presentation. You are expected to dress professionally on presentation days.
3. Attendance is necessary in a skill-building oriented course. Our class is meeting synchronously during our scheduled time. **Only three absences for whatever reason will be allowed. Your participation grade will be reduced by 20 points for each absence beyond the three.** An excused absence is possible with a note from clinic or doctor, a letter notification for a career interview, or a notification from the Athletic department or other UF department if the student is participating in a UF event.
4. Participation in class is expected. High quality participation includes effective listening, working cooperatively with classmates, and overall demonstrating a positive attitude. Reading assignments must be met and the instructor has the right to use unannounced quizzes.
5. Everyone can succeed in this course. The course can be personally rewarding as everyone will get to know each other in the class, class activities will be fun, and best of all you will improve your listening skills.

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.bluera.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 (1/11)	Course introduction & syllabus	Purchase book Take syllabus quiz
Wednesday (1/13)	Ch. 1: The Need for Effective Listening	Read Ch. 1
Friday (1/15)	Finishing up Ch. 1	Note: Add/Drop Ends
Week 2 Monday (1/18)	MLK Day-No Class	
Wednesday (1/20)	Ch. 2: The Process of Communication	Read Ch. 2
Friday (1/22)	Finishing up Ch. 2	Complete Introduction Assignment (1/22)
Week 3 Monday (1/25)	Ch. 3: The Process of Listening	Read Ch. 3
Wednesday (1/27)	Finishing up Ch. 3	
Friday (1/29)	Ch. 4 Listening as a Communication Function	Read Ch. 4
Week 4 Monday (2/1)	Finishing Up Ch. 4	
Wednesday (2/3)	Discussion of Paired Presentation	Bring questions about assignment to class. Create pairs, select topics, assign order
Friday (2/5)	Paired Presentation Workshop	ALO #1 Due (2/5)
Week 5 Monday (2/8)	Paired Presentation Workshop	
Wednesday (2/10)	Paired Presentation-Group 1 (3 presentations)	Pairs in G1 present
Friday (2/12)	Paired Presentation-Group 2 (3 presentations)	Pairs in G2 present
Week 6 Monday (2/15)	Paired Presentation-Group 3 (3 presentations)	Pairs in G3 present
Wednesday (2/17)	Paired Presentation-Group 4 (3 presentations)	Pairs in G4 present
Friday (2/19)	Wrapping Up Paired Presentations	

Week # & Dates	Topics Covered	Assignments & Tasks Due
Week 7 Monday (2/22) Wednesday (2/24) Friday (2/26)	Review for Mid-Term Mid-term Exam via Canvas/Honorlock Recharge Day-No class	
Week 8 Monday (3/1) Wednesday (3/3) Friday (3/5)	Ch. 5: Discriminative Listening Finishing up Ch. 5 Activity	Read Ch. 5 ALO #2 Due (3/5)
Week 9 Monday (3/8) Wednesday (3/10) Friday (3/12)	Ch. 6: Comprehensive Listening Finishing up Ch. 6 Activity	Read Ch. 6
Week 10 Monday (3/15) Wednesday (3/17) Friday (3/19)	Ch. 7: Therapeutic Listening Finishing up Ch. 7 Activity	Read Ch. 7
Week 11 Monday (3/22) Wednesday (3/24) Friday (3/26)	Discussion of Reflection Essay Recharge Day-No class Workshop on Reflection Essay	Bring questions, ideas, outline, rough drafts of reflection essay
Week 12 Monday (3/29) Wednesday (3/31) Friday (4/2)	Ch. 8: Critical Listening Finishing up Ch. 8 Activity	Read Ch. 8
Week 13 Monday (4/5) Wednesday (4/7) Friday (4/9)	Ch. 9: Appreciative Listening Finishing up Ch. 9 Activity	Read Ch. 9 ALO's #3 Due (4/5)

Week # & Dates	Topics Covered	Assignments & Tasks Due
Week 14 Monday (4/12)	Ch. 10: The Listener's Communication Roles	Read Ch. 10
Wednesday (4/14)	Finishing up Ch. 10	
Friday (4/16)	Reflection Essay Final Workshop	
Week 15 Monday (4/19) & Wednesday (4/21)	Activity/Review for the Exam	Reflection Essay Due (4/19)
Friday (4/23)	Reading Day-No class	

***Final Exam will be on Thursday, 4/29 via Canvas/Honorlock (available from 9am-9pm with a 2-hour time limit from the time you start the exam).**