CSAD 242C: Methods: Language Disorders III
This course has been designed to be in direct support of the following American Speech-Language Hearing Association (ASHA) Knowledge and Skills Acquisition for certification in Speech-Language Pathology

CALIFORNIA STATE UNIVERSITY SACRAMENTO
Department of Communication Sciences & Disorders (CSAD)
Spring Semester, 2019

Course Title: Methods: Language Disorders III
Units: 1
Course: CSAD 242C
Class Number: #32863
Section: 1

Day of the week: Wednesdays
Class Time: 1:00 p.m. to 1:50 p.m.
Building/Room: Folsom Hall, Maryjane Rees Clinic LSH Center
2nd Floor, #2206B
NeuroService Alliance Lab

Instructor: Darla K. Hagge Ph.D., CCC-SLP
Contact Information: hagge@csus.edu
916/278-6695 (o), office phone
714/749-2799, phone or text [preferred, time-sensitive]
Office: Folsom Hall, Department of CSAD, 2nd Floor
Office Hours: Tuesdays, 2:00 – 4:00 p.m.
Wednesdays, 2:00 – 3:00 p.m.
Appointments are strongly recommended: please schedule through the Department’s Front Desk

The information below is at the discretion of the individual course instructor, and may be changed at any time with prior notice to students in the course.

CATALOG COURSE DESCRIPTION:
Techniques and materials for assessing and treating speech and language disorders emphasizing disorders secondary to cerebral vascular accidents, traumatic brain injury, or other neurological disorders. Discussion of cases in the current caseload.

Note: May be repeated.
Prerequisite: CSAD 218, CSAD 242B; CSAD 221 may be taken concurrently; instructor permission.
Corequisite: CSAD 243C.

1. Place of Course in Program: The purpose of this graduate seminar is to introduce student clinicians to methods, materials, and procedures currently in use with adult clients who have sustained acquired neurogenic problems secondary to brain injury.

2. Student Objectives: Upon completion of this Methods course, the student will be able to demonstrate knowledge and competencies in the following areas:
The nature of speech, language, hearing and communication disorders and differences, as well as swallowing disorders, including their etiologies, characteristics, anatomical/physiological, acoustic, psychological, developmental, and linguistic and cultural correlates.
A. Prevention, assessment and intervention of cognitive aspects of communication, including attention, memory, sequencing, problem-solving, and executive functioning.

B. Prevention, assessment and treatment of receptive and expressive language, including phonology, morphology, syntax, semantics and pragmatics, in speaking, listening, reading, writing and manual modalities.

C. Prevention, assessment and treatment of people with motor speech disorders, including oral-verbal apraxia and/or dysarthria.

D. Evaluation:
   i. Screening/prevention;
   ii. Obtaining a case history;
   iii. Selecting and administering appropriate evaluation procedures;
   iv. Adapting evaluation procedures to meet client needs;
   v. Interpreting, integrating and synthesizing all information to develop diagnoses and make appropriate recommendations for intervention;
   vi. Completing administrative and reporting functions necessary to support evaluation;
   vii. Referring clients for appropriate services.

E. Intervention:
   i. Developing setting-appropriate intervention plans with measurable and achievable goals that meet clients' needs. Collaborating with clients and relevant others in the planning process;
   ii. Implementing intervention plans (involve clients and relevant others in the intervention process);
   iii. Selecting or developing and using appropriate materials and instrumentation for prevention and intervention;
   iv. Measuring and evaluating clients' performance and progress;
   v. Modifying intervention plans, strategies, materials, or instrumentation as appropriate to meet the needs of clients;
   vi. Completing administrative and reporting functions necessary to support intervention;
   vii. Identifying and referring clients for services as appropriate.

F. Communicating effectively, recognizing the needs, values, preferred mode of communication, and cultural/linguistic background of the client/patient, family, caregivers, and relevant others.

G. Communicating and collaborating with other professionals with the plan of care and in case management.

H. Providing counseling regarding communication and swallowing disorders to clients, family, caregivers, and relevant others.

I. Adhering to the ASHA Code of Ethics and behaving professionally.

J. Integrating clinical goals and objectives with the client's functional daily living.

K. Working with the client's support person(s) in carryover assignments so as to train others in managing communication problems.

L. Facilitating discussions with other Language Disorders III clinicians through case presentations and readings.

METHODS OF PRESENTATION: Direct instruction, whole group face-to-face discussions, small group in-class activities, critical thinking activities, guest presentations, field trips, case study analysis (e.g., video and written vignettes), interprofessional education activities, and/or other class assignments/activities.
**COURSE MATERIALS:**

**Required Texts:**
None

**Recommended Texts:**
Students are encouraged to utilize informal language assessment and cognitive binders designed in CSAD 221, resources available on Canvas, books and resources located in the Clinic Work Room as well as the University library.

**Other Readings:**
Supplemental readings may be made available via email.

**Required Materials:**
Paper, pens, pencils
3-ring binder, with dividers and/or flashdrive
Download, print, and bring relevant documents from email and/or SacCT to class

**COURSE REQUIREMENTS:**
Internet connection (DSL, LAN, or cable connection desirable) Access to internet/SacCT/Web site
Access to a computer and printer

**Assessment Materials:** The Supply Room has numerous listings available for use during the semester. Some of those are listed below. We continually update the Supply Room holdings so this list is not complete. For a complete list of materials available through the CSUS CSAD Supply Room, please visit the clinic’s webpage. In addition, the clinician is encouraged to create assessment materials that are relevant to the particular individual clients’ needs.

- Aphasia Diagnostic Profiles (ADP)
- ASHA Functional Assessment of Communication Skills (ASHA FACS)
- Apraxia Battery of Adults
- Assessment of Intelligibility of Dysarthric Speech
- Boston Diagnostic Aphasia Examination (BDAE)
- Boston Naming Test
- Boston Assessment of Severe Aphasia (BASA)
- Communicative Abilities in Daily Living (CADL)
- Clinical Management of Right Hemisphere Dysfunction
- Dworkin-Culatta Oral Mechanism Examination and Treatment System
- Discourse Comprehension Test
- Frenchay Dysarthria Assessment
- Dysarthria Profile
- Neurosensory Center Comprehensive Examination for Aphasia (NCCEA)
- Aphasia Language Performance Scales (ALPS)
- Repeatable Battery for the Assessment of Neurological Status (RBANS)
- Revised Token Test-Adults
Reading Comprehension Battery for Aphasia
Ross Information Processing Assessment-2nd edition (RIPA-2)
Scales of Cognitive Ability in TBI (SCATBI)
Screening Test for Developmental Apraxia of Speech
Western Aphasia Battery (WAB)
Woodcock Language Proficiency Battery-R

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**Therapy Materials:** Some of the materials (available for use with the adult client through the clinic Supply room) are listed below. Refer to your CSAD 221 and 218 notes and texts. Please visit the library for other readings and materials. If you have difficulty finding appropriate materials, please talk with your clinical supervisor. **Remember, adults like to bring in their own materials, too.** Examples include materials related to their personal history, hobbies, newspapers and magazines, recipes, maps, medications, phone book use, and more. Throughout the semester, you will be working with other Language III clinicians and their clients. Card games, board games and barrier games, etc., are adaptable across many objectives.

- Color Library: Sports & Leisure Color Cards
- Sequencing
- Helm Elicited Language Program for Syntax Stimulation (HELPSS) Melodic Intonation Therapy
- What’s In a Square
- Apraxia Program Resource (Garcia)
- Attention Process Training (Sohlberg & Mateer) Visiting Nurses Association (VNA) Binder
- Dysarthria Rehabilitation (Tonkovich, Latham, Rannbow)
- Easy Does it For Apraxia and Motor Planning (Strode & Chamberlain) Easy Does it For Apraxia Preschool (Strode & Chamberlain)
- LARK (Language Activity Resource Kit)
- Oral-Motor Activities for School-Age Children (MacKee) Oral-Motor Activities for Young Children (MacKee) Sourcebook for Aphasia (Brubaker)
- Speech/Language Rehabilitation (Keith)
- Results for Adults: Cognition (Baker and Johnson)
- The Phonemic Speech Workbook for Dysarthria Therapy (Smith) WALC: Attention, Concentration, Memory
- Workbook for Reasoning Skills (Brubaker)
- Workbook for the Verbally Apraxic Adult (Richards, Fallon)
- Working with Aphasic Clients (Francis & Robinson) Working with Apraxia Clients: A Practical Guide (Huskins)
- Working with Dysarthric Clients: A Practical Guide (Robertson, Thomson)

**EXPECTATIONS:**

Students are expected to attend class regularly and to be prepared to participate in weekly class discussions and activities. Assignments must be turned in or taken on the scheduled dates and times. Special circumstances will be allowed for rescheduling or make-ups given the following: (a) a compelling and/or documented medical issue and (b) instructor approval. If you are absent from class, you are responsible for all material covered. **Cell phones are to be turned off throughout the class period. Electronic devices will be used to access email and/or posted Bb resources or documents.** Students are expected to conduct themselves in a manner that demonstrates respect for others, democratic values, understanding of an appropriate social contract, and respect for diversity. Academic dishonesty of any kind will not be tolerated and will be dealt with under established University policy. Students who have trouble keeping up with the assignments or other aspects of the course, should communicate these challenges to the instructor as soon as possible. Building rapport and effective relationships are key to becoming an effective professional. Be proactive and inform the instructor when/if any difficulties arise during the semester so possible solutions can be identified.
GRADED COURSE ACTIVITIES:
According to the Department of Communication Sciences and Disorders Graduate Admissions Policy, Procedures and Practices, students failing to maintain a GPA of 3.00 are automatically placed on academic probation. In addition, any course grade below a “B-“ must be repeated. Therefore, students should track their progress towards meeting each learning outcome by listing their grades on the table listed above over the course of the semester. The instructor will use a variety of activities and strategies to ensure maximizing students’ opportunities to learn and to integrate information presented in this course. Assessment data from these activities will be used to evaluate students’ mastery of each learning outcome and the assignment of an earned grade.

All assignments must be completed and turned in during class, on time, and in the correct form. Late assignments, those in an incorrect form, or e-mailed assignments will receive no credit accepted without a serious and compelling reason and/or doctor’s note and instructor approval. Late or missing assignments will negatively affect the student’s grade.

Final grades will be based on the total points earned for all assignments.

BASIC NEEDS SUPPORT
If you are experiencing challenges in the area of food and/or stable housing, help is just a click, email or phone call away! Sacramento State offers basic needs support for students who are experiencing challenges in these areas. Please visit our Basic Needs website to learn more about your options and resources available: https://www.csus.edu/basicneeds/

Equal Access:
California State University-Sacramento, Department of Communication Sciences and Disorders, seeks to provide equal access to its programs, services, and activities for people with disabilities. If you have a documented disability and verification from the Office of Services to Students with Disabilities (SSWD), and wish to discuss academic accommodations, please contact your instructor as soon as possible. It is the student’s responsibility to provide documentation of disability to SSWD and meet with a SSWD counselor to request special accommodation before classes start. Sacramento State Services to Students with Disabilities (SSWD) offers a wide range of support services and accommodations for students in order to ensure students with disabilities have equal access and opportunity to pursue their educational goals. Working collaboratively with students, faculty, staff and administrators, SSWD provides consultation and serves as the information resource on disability related issues to the campus community. SSWD is located in Lassen Hall 1008 and can be contacted by phone at (916) 278-6955 (Voice) or (916) 278-7239 (TDD only) or via email at sswd@csus.edu.
## METHODS OF EVALUATION:

<table>
<thead>
<tr>
<th>ASSIGNMENT</th>
<th>POINT VALUE</th>
<th>DATE SCHEDULED</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CLASS ATTENDANCE &amp; PARTICIPATION</strong></td>
<td>150</td>
<td>15 class meetings</td>
</tr>
<tr>
<td>Format: Student will attend and participate in scheduled weekly class meetings including small/whole group discussions, active learning activities, and/or other in-class assignments. Including: 1 IPE Event</td>
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<tr>
<td>Points: 10 pts/week x 15 = 150</td>
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<tr>
<td><strong>CASE PRESENTATION</strong></td>
<td>60</td>
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</tr>
<tr>
<td>Format: During the semester, each student will present: one (1) client case presentation including relevant clinical information, provide three (3) resources, and pose one (1) question for peers.</td>
<td>60</td>
<td>The assigned presentation schedule and grading rubric will be provided on Bb.</td>
</tr>
<tr>
<td>Points: 60 points</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>REFLECTION</strong></td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>Each student will complete a reflection-on-action document.</td>
<td>50</td>
<td>The instructor will provide this reflective form.</td>
</tr>
<tr>
<td>Points: 50 points</td>
<td></td>
<td></td>
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<tr>
<td><strong>IPE SIM Experience</strong></td>
<td>90</td>
<td></td>
</tr>
<tr>
<td>Each student will participate in the IPE SIM Experience with nursing and SLP students</td>
<td>90</td>
<td>Participation in the IPE SIM Experience AND one reflection essay (see calendar for date)</td>
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<tr>
<td>Points: 140 points</td>
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<tr>
<td><strong>HEP &amp; Resource Binders</strong></td>
<td>50</td>
<td></td>
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<tr>
<td>Format: Hard Copy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Points: 50 points</td>
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<td></td>
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</tbody>
</table>

Total Points 400
<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Percentage</th>
<th>Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>93-100%</td>
<td>Excellent Work</td>
</tr>
<tr>
<td>A-</td>
<td>90-92%</td>
<td>Nearly Excellent Work</td>
</tr>
<tr>
<td>B+</td>
<td>87-89%</td>
<td>Very Good Work</td>
</tr>
<tr>
<td>B</td>
<td>83-86%</td>
<td>Good Work</td>
</tr>
<tr>
<td>B-</td>
<td>80-82%</td>
<td>Mostly Good Work</td>
</tr>
<tr>
<td>C+</td>
<td>77-79%</td>
<td>Above Average Work</td>
</tr>
<tr>
<td>C</td>
<td>73-76%</td>
<td>Average Work</td>
</tr>
<tr>
<td>C-</td>
<td>70-72%</td>
<td>Mostly Average Work</td>
</tr>
<tr>
<td>D+</td>
<td>67-69%</td>
<td>Below Average Work</td>
</tr>
<tr>
<td>D</td>
<td>60-66%</td>
<td>Poor Work</td>
</tr>
<tr>
<td>F</td>
<td>0-59%</td>
<td>Failing Work</td>
</tr>
</tbody>
</table>

**COMMITMENT TO INTEGRITY:**
As a student in this course (and at this university) you are expected to maintain high degrees of professionalism, commitment to active learning and participation in this class and also integrity in your behavior in and out of the classroom.

**Sac State’s Academic Honesty Policy & Procedures**
“The principles of truth and honesty are recognized as fundamental to a community of scholars and teachers. California State University, Sacramento expects that both faculty and students will honor these principles, and in so doing, will protect the integrity of academic work and student grades.” Read more about Sac State’s Academic Honesty Policy & Procedures at the following website: http://www.csus.edu/umanual/student/stu-0100.htm

**Definitions:** At Sac State, “cheating is the act of obtaining or attempting to obtain credit for academic work through the use of any dishonest, deceptive, or fraudulent means.”
“Plagiarism is a form of cheating. At Sac State, “plagiarism is the use of distinctive ideas or works belonging to another person without providing adequate acknowledgement of that person’s contribution.”  **Source:** Sacramento State University Library

**Note:** Any form of academic dishonesty, including cheating and plagiarism, may be reported to the office of student affairs.

**UNDERSTAND WHEN YOU MAY DROP THIS COURSE**
It is the student’s responsibility to understand when he/she need to consider disenrolling from a course. Prefer to the Sac State Course Schedule for dates and deadlines for registration. After this period, a serious and compelling reason is required to drop from the course. Serious and compelling reasons include: (a) documented and significant change in work hours, leaving student unable to attend class, or (b) documented and severe physical/mental illness/injury to the student or student’s family. Under emergency/special circumstances, students may petition for an incomplete grade. An incomplete will only be assigned if there is a compelling extenuating circumstance. All incomplete course assignments must be completed by the department’s policy.
LEARNING OUTCOMES COMPETENCIES (CSAD 242C):
Mastery of each student learning outcome listed below is indicated by a grade of B or better on each component of the corresponding measures listed in the table. Students are required to track their progress towards meeting each learning outcome and must make an appointment with the instructor for any grade less than a B. The instructor will suggest strategies to help you establish competence and knowledge in these areas.

Students should track their progress towards meeting each learning outcome by listing their grades on the table below over the course of the semester. The instructor will use a variety of activities and strategies that implement both quantitative and qualitative assessment measures to ensure maximizing students’ opportunities to learn and to integrate information presented in this course. The quantitative and qualitative data from these measures will be triangulated to evaluate students’ mastery of each learning outcome.

<table>
<thead>
<tr>
<th>Learning Outcomes</th>
<th>Assessment Measures</th>
<th>Points Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>A-L</td>
<td>Methods Class Attendance and Participation</td>
<td>150</td>
</tr>
<tr>
<td>A-L</td>
<td>IPE Participation Events &amp; Reflective Writing</td>
<td>90</td>
</tr>
<tr>
<td>A-L</td>
<td>Reflection</td>
<td>50</td>
</tr>
<tr>
<td>A-L</td>
<td>Client Presentation</td>
<td>60</td>
</tr>
<tr>
<td>A-L</td>
<td>Home Exercise Program (HEP) &amp; Resource Notebook</td>
<td>50</td>
</tr>
<tr>
<td>Week</td>
<td>Date</td>
<td>Topic</td>
</tr>
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</tr>
</tbody>
</table>
| 1    | 1/23 | PREPARING FOR YOUR CLIENTS!  
[please review the syllabus on your own] | Bring the following information to class:  
Client background and history  
Diagnosis and severity level  
Assessment ideas  
Students will break into small groups by dx and severity (e.g., mild aphasia, mod cognitive-linguistic, etc) |
|      |      | Extra Credit Opportunity:  
Event: Feeding and Swallowing IPE Event  
Time: Thursday, January 24, 2019, 0730 - 1030 | (Note: Subject to change, per instructor’s discretion) |
| 2    | 1/30 | ASSESSMENTS!  
Triage assessment  
Pt-centered goals  
Medical diagnosis versus SLP diagnosis  
Creating an client appropriate interview | Bring the following information to class:  
Your assessment plan  
Possible areas for goals |
| 3    | 2/6  | REFLECTION ON ASSESSMENT  
Unexpected learning  
Other areas to assess? How?  
Needs of family/significant others  
Possible referrals | Bring the following information to class:  
Assessment summary, questions, concerns  
Draft Goals for your clients  
SMART, Pt-centered, Specific |
| 4    | 2/13 | Interprofessional Lecture: Dr. Nassrine Noureddine  
"Understanding Lab Values & Vital Signs"  
Activity: Team-based Learning Activity | Bring pencil/pen, notetaking materials |
|      | 2/20 | IPE SIM Lab Training with Nursing Students | Date: 2/21/19, Thursday  
Time: 0730-1200 (½ class will attend for first part of session and ½ the class will attend for second part of session)  
Specific schedule to be emailed  
Materials: Print materials emailed and bring to SIM Lab  
Clipboard, flashlight, pen  
Business Casual Dress  
*This class replaces our 2/20 meeting. |
| 5    | 2/27 | Therapy Activities versus Guest lecture  
EBP Portal  
Using your informal assessment notebooks  
Apps and software programs  
Other resources | Bring the following to class:  
Client Summary  
Questions/concerns |
| 6    | 3/6  | Therapy Activities versus Guest lecture  
Modifying a therapy activity for all clients | Bring the following to class:  
Client Summary  
Questions/concerns |
| 7    | 3/13 | Therapy Activities versus Guest lecture | Bring the following to class:  
Client Summary  
Questions/concerns |
| 8    | 3/20 | Spring Break | Spring Break |
| 9    | 3/27 | Therapy Activities versus Guest lecture | Bring the following to class:  
Client Summary  
Questions/concerns |
| 10   | 4/3  | Therapy Activities versus Guest lecture | Bring the following to class:  
Client Summary  
Questions/concerns |
| 11   | 4/10 | Therapy Activities versus Guest lecture | Bring the following to class:  
Client Summary  
Questions/concerns |
<table>
<thead>
<tr>
<th>Date</th>
<th>Day</th>
<th>Activity</th>
<th>Notes</th>
</tr>
</thead>
</table>
| 4/17 | 13  | Client Presentations #1-5, 10 minutes each | Bring the following to class:  
Client Summary  
Questions/concerns |
| 4/24 | 14  | Client Presentations #6-10, 10 minutes each | Bring the following to class:  
Client Summary  
Questions/concerns |
| 5/1  | 15  | Client Presentations #11-15, 10 minutes each | Bring the following to class:  
Client Summary  
Questions/concerns  
Turn in Resource Binder |
| 5/8  | 16  | Submit your HEP and resource binder. | Bring the following to class:  
Home Exercise Program (HEP)  
Resource binder  
-- |
| 5/15 | 17  | Finals Week – Meet with your clinical instructor and finalize all required clinic documentation | -- |
This course has been designed to be in direct support of the following American Speech-Language Hearing Association (ASHA) Knowledge and Skills Acquisition for certification in Speech-Language Pathology.

Standard IV-C: Speech, Language, Hearing, Communication, and Swallowing Disorders and Differences

- The student will demonstrate the ability to analyze, synthesize and evaluate knowledge re: receptive and expressive language disorders (phonology, morphology, syntax, semantics, pragmatics, prelinguistic communication, and paralinguistic communication) in speaking, listening, reading, writing, and manual modalities (including the etiologies, characteristics, and anatomical physiological, acoustic, psychological, developmental, linguistic, and cultural correlates.)
- The student will demonstrate the ability to analyze, synthesize and evaluate knowledge re: cognitive aspects of communication (e.g., attention, memory, sequencing, problem solving, and executive functioning), including the etiologies, characteristics, and anatomical physiological, acoustic, psychological, developmental, linguistic, and cultural correlates.
- The student will demonstrate the ability to analyze, synthesize and evaluate knowledge re: social aspects of communication (e.g., behavioral and social skills affecting communication), including the etiologies, characteristics, and anatomical physiological, acoustic, psychological, developmental, linguistic, and cultural correlates.
- The student will demonstrate the ability to analyze, synthesize and evaluate knowledge re: communication modalities, including the etiologies, characteristics, and anatomical physiological, acoustic, psychological, developmental, linguistic, and cultural correlates.

Standard IV-D: Prevention, Assessment, and Intervention

- The student will demonstrate the ability to analyze, synthesize, and evaluate knowledge re: the principles and methods of prevention, assessment, and intervention regarding receptive and expressive language (phonology, morphology, syntax, semantics, pragmatics, prelinguistic communication, and paralinguistic communication) in speaking, listening, reading, writing, and manual modalities.
- The student will demonstrate the ability to analyze, synthesize, and evaluate knowledge re: the principles and methods of prevention, assessment, and intervention regarding cognitive aspects of communication (e.g., attention, memory, sequencing, problem solving, and executive functioning).
- The student will demonstrate the ability to analyze, synthesize, and evaluate knowledge re: the principles and methods of prevention, assessment, and intervention regarding social aspects of communication (e.g., behavioral and social skills affecting communication).
- The student will demonstrate the ability to analyze, synthesize, and evaluate knowledge re: the principles and methods of assessment and intervention regarding communication modalities.

Standard IV-E, IV-G, IV-H: Contemporary Professional Issues

- The student will demonstrate the ability to analyze, synthesize and evaluate knowledge re: standards of ethical conduct.
- The student will demonstrate the ability to analyze, synthesize and evaluate knowledge re: contemporary professional issues and advocacy.
Standard IV-F: Research
  • The student will demonstrate the ability to analyze, synthesize and evaluate knowledge re: processes used in research and integration of research principles into evidence-based clinical practice.

Standard V-A: Oral and Written Communication
  • The student will demonstrate skill in oral and written or other forms of communication sufficient for entry into professional practice.

Standard IV-B: Basic Human Communication Processes
  • The student will demonstrate the ability to analyze, synthesize and evaluate knowledge re: biological bases of human communication.
  • The student will demonstrate the ability to analyze, synthesize and evaluate knowledge re: neurological bases of human communication.
  • The student will demonstrate the ability to analyze, synthesize and evaluate knowledge re: psychological bases of human communication.
  • The student will demonstrate the ability to analyze, synthesize and evaluate knowledge re: linguistic bases of human communication.
  • The student will demonstrate the ability to analyze, synthesize and evaluate knowledge re: cultural bases of human communication differences.
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