

BUS 100 E, Business Communications

Three Credits, 16 weeks, 4 hours per week

From memos and letters to short informal reports, this course reviews the basics of business writing format and technique. It offers a complete refresher on grammar, punctuation, and sentence structure, as well as a brief introduction to the art of speech making. Course content includes the following: concise, direct written expressions; sentence clarity and variety; effective research strategies; short informal reports; employment messages; interviewing strategies; and oral presentations. This course provides an opportunity to brush up your writing and oral communication skills before proceeding to more advanced classes. Participation on Moodle is a required component of the course.

Prerequisite: English 30/30-1 or 33/30-2

Instructor

Pam Wenaus
S111E
780-791-8956
pam.wenaus@keyano.ca

Office Hours

| | |
|-----------|-------------------------|
| Monday | 12:00 p.m. – 1:00 p.m. |
| Tuesday | 4:00 p.m. – 6:00 p.m. |
| Wednesday | 12:00 p.m. – 1:00 p.m. |
| Thursday | 11:00 a.m. – 12:00 p.m. |

Hours of Instruction

| | |
|---------|-----------------------|
| Tuesday | 6:30 p.m. – 9:30 p.m. |
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Required Resources***Essentials of Business Communication (Eighth Canadian Edition)***

Mary Ellen Guffy & Richard Almonte
Nelson Education
ISBN: 13: 978-0-17-650357-4

Checkmate: A Writing Reference for Canadians (Third Edition)

Joanne Buckley
Nelson Education
ISBN-13: 978-0-17-650256-0

Course Outcomes

At the completion of the course, students will be able to:

1. Select and use appropriate communication means and methods as required in everyday business settings. The following concepts, skills, and issues are used to support this Outcome:
 - Identify and understand the communication process in order to express and interpret a message clearly.
 - Analyze audience's needs and apply an effective strategy to meet them.
 - Select appropriate channel for intended message.
2. Apply conventions of business style in writing, editing, and evaluating documents to convey professionalism and competence. The following concepts, skills, and issues are used to support this Outcome:
 - Identify common writing mechanics and style errors within a previously written document.
 - Process business documents to meet North American standards of grammar, punctuation, and usage.
 - Process business documents by applying "Plain English" principles to achieve clarity and concision.
3. Compose, format, and write effective professional electronic and paper documents for business which include business letters, memos, emails, and informal research reports. The following concepts, skills, and issues are used to support this Outcome:
 - Design and format business documents using Microsoft Office Suite to reflect standards of professionalism.
 - Write and format effective direct and indirect business letters and emails.
 - Compose, write, and format an informal report.
4. Retrieve information from web and library catalogues for research in academic and business settings. The following concepts, skills, and issues are used to support this Outcome:
 - Select and use appropriate search and meta-search engines, directory, and online databases to retrieve information.
 - Apply effective search tools to retrieve relevant data.
 - Evaluate online information based on credibility, validity, and standards according to specific evaluation criteria.
 - Explain the relevance of using peer-reviewed scholarly sources located in library databases.
5. Apply APA documentation style and format along with standard plagiarism rules to acknowledge ownership of borrowed ideas. The following concepts, skills, and issues are used to support this Outcome:
 - Define plagiarism and explain how proper referencing can prevent plagiarism in academic and business settings.
 - Apply APA documentation to construct in-text citations and reference pages in a short report.
 - Apply effective use of lead-ins, paraphrasing, summaries, and direct quotes to present sourced information properly.
6. Present oneself professionally in writing and conversation in job search settings. The following concepts, skills, and issues are used to support this Outcome:
 - Identify personal job-related skills.
 - Design and compose a visually attractive resume appropriate for a particular job in a targeted company.
 - Compose an effective application letter that targets a particular company and job.
 - Participate as both an interviewer and as a candidate in mock job interviews.

7. Design and execute a professional oral business presentation. The following concepts, skills, and issues are used to support this Outcome:
- Identify audience and determine relevant subject, purpose, and approach for an oral presentation.
 - Apply appropriate strategies for organizing presentation content.
 - Use Microsoft PowerPoint to create an effective visual aid to support presenter's information.
 - Identify common public speaking anxieties and apply techniques to overcome them.
 - Present a professional oral presentation in front of an audience.

Evaluation

| | |
|----------------------------------|-------------|
| Grammar Tests and Activities | 10% |
| Memo Assignment | 10% |
| Letter or Memo Assignment | 10% |
| Mid-Term Exam | 10% |
| Short Report | 10% |
| Résumé and Letter of Application | 10% |
| Oral Presentation | 10% |
| Forums and Activities | 5% |
| Moodle Quizzes | 10% |
| Final Examination | <u>15%</u> |
| TOTAL | 100% |

A grade of C- is required for progression.

The minimum standard for passing this course is a grade of D (50%).

Students must achieve an average of 50% on the midterm and the final exam in order to pass the course and an overall average in the course of 50% (D).

Grading System

| Descriptor | Alpha Grade | 4.0 Scale | Percent |
|--------------------|-------------|-----------|-----------|
| Excellent | A+ | 4.0 | > 93.9 |
| | A | 4.0 | 87 – 93.9 |
| | A- | 3.7 | 80 – 86.9 |
| Good | B+ | 3.3 | 77 – 79.9 |
| | B | 3.0 | 74 – 76.9 |
| | B- | 2.7 | 70 – 73.9 |
| Satisfactory | C+ | 2.3 | 67 – 69.9 |
| | C | 2.0 | 64 – 66.9 |
| Progression | C- | 1.7 | 60 – 63.9 |
| Poor | D+ | 1.3 | 57 – 59.9 |
| Min Pass | D | 1.0 | 50 – 56.9 |
| Failure | F | 0.0 | < 50 |

Please Note:

Date and time allotted to each topic is subject to change. It is your responsibility as a student to contact the Office of the Registrar to complete the forms for Withdrawal or Change of Registration, and any other forms. Please refer to the list of important dates as noted in the Academic Schedule in the Keyano College Credit Calendar.

Performance Requirements**1. Student Attendance**

Class attendance is useful for two reasons. First, class attendance maximizes a student's learning experience. Second, attending class is a good way to keep informed of matters relating the administration of the course (e.g., the timing of assignments and exams). Ultimately, you are responsible for your own learning and performance in this course. Please refer to pages 30-35 of the Credit Calendar.

It is the responsibility of each student to be prepared for all classes. Students who miss classes are responsible for the material covered in those classes and for ensuring that they are prepared for the next class, including the completion of any assignments and / or notes that may be due.

2. Academic Misconduct

Students are considered to be responsible adults and should adhere to principles of intellectual integrity. Intellectual dishonesty may take many forms, such as:

- Plagiarism or the submission of another person's work as one's own
- The use of unauthorized aids in assignments or examinations (cheating)
- Collusion or the unauthorized collaboration with others in preparing work
- The deliberate misrepresentation of qualifications
- The willful distortion of results or data
- Substitution in an examination by another person
- Handing in the same unchanged work as submitted for another assignment
- Breach of confidentiality.

The consequences for academic misconduct range from a verbal reprimand to expulsion from the College. More specific descriptions and details are found in the Student Rights and Student Code of Conduct section of the Keyano College 2015-2016 credit calendar. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Student Code of Conduct Policies.

3. Accommodation for Students with Disabilities

The College will provide reasonable accommodation to students with disabilities in order to promote academic success. If you require accommodation, contact the Learner Assistance Program Office (Room 167) at (780) 791-8934 to initiate the process for documenting, assessing and implementing your individual accommodation needs. In addition, tutoring services are available at the SKILL Centre (Room 119)

Assignments

All assignments must be submitted in hard copy and retained in electronic format in students' files. I highly recommend that students purchase a flash drive in order to store course assignments in easily accessible format. Note that you may be asked to post copies of your in-class assignments on the Forum/Discussions board or Glossaries on Moodle. Participation on Moodle is a required component of the course. Please pay careful attention to the information on Academic Misconduct and Discipline for behavior such as cheating and plagiarism. The penalty for such behaviour is a zero on the assignment and no opportunity to resubmit the assignment.

Due Dates

Late assignments will be penalized 10% per day. No late assignments will be accepted once the instructor has marked and returned the assignment in question (unless there are extenuating circumstances such as illness or death in the family).

Exams

The progression grade in order to proceed to BUS 101, Report Writing and Presentations, is C-. Students must achieve an average of 50% on the Mid-term and Final exams in order to achieve a passing grade in the course as well as an overall average of 50% (D).

Teaching and Learning Methodologies

A wide variety of teaching and learning methodologies are used to appeal to a broad range of learning styles such as Visual, Auditory, Read/Write, Kinesthetic/Tactile, and Multimodal learners. Lectures, PowerPoints, videos, research and writing projects, team activities, student presentations, social media explorations, career fairs, and field trips are all used in the class.

Proposed Schedule

Class Schedule: See the class schedule, topics, and readings as attached.

Please Note:

This course outline may be modified to facilitate unforeseen time constraints. Date and time allotted to each topic is subject to change.

Course Schedule**WEEK 1:
Jan 5****TOPICS**

Career Success Begins with Communication Skills
Common Sentence Errors

READINGS

Chapter 1, *Essentials of Business Communication*
Chapter 10, pp. 333-400, *Checkmate* (Common Sentence Errors)

ASSIGNMENTS

Diagnostic Test of English Skills (pp. 474-478), *Essentials of Business Communication*
Grammar/Mechanics Review—1 & Grammar/Mechanics Challenge 1, pp. 28-29, *Essentials of Business Communication*
Grammar Review and all Exercises, pp. 474-539, *Essentials of Business Communication*, (to be completed over the next three weeks)
Digital Scavenger Hunt/Facebook or PowerPoint Presentation (Team Activity)

**WEEK 2:
Jan 12****TOPICS**

Before You Write
Usage and Glossary of Usage
Library Orientation Activity (In-Class Mark) 7 p.m.

READINGS

Chapters 2, *Essentials of Business Communication*
Chapter 13, *Checkmate*, pp. 469-489 (Usage)
pp. 561-580, *Checkmate* (Glossary of Usage)

ASSIGNMENTS**Diagnostic Test A**

Writing Improvement Exercises, pp. 50-51, *Essentials of Business Communication*
Grammar/Mechanics Review-2 & Grammar/Mechanics Challenge 2, pp. 52-53, *Essentials of Business Communication*

Assignment #1: Memo of Introduction to Instructor (Instructions will be distributed in class)

Due Date: Jan 19

WEEK 3:
Jan 19

TOPICS

Writing and Revising
Grammar, Punctuation, Mechanics and Spelling

READINGS

Chapters 3, *Essentials of Business Communication*
Chapter 9, Grammar, pp. 305-331, *Checkmate*
Chapter 11, Punctuation, pp. 401-439, *Checkmate*
Chapter 14, Mechanics and Spelling, pp. 491-517, *Checkmate*

ASSIGNMENTS

Writing Improvement Exercises, Chapter 3, pp. 79-81, *Essentials of Business Communication*
Grammar/Mechanics Review—3 & Grammar/Mechanics Challenge 3, pp. 82-83, *Essentials of Business Communication*

WEEK 4:
Jan 26

TOPICS

E-Mails, Instant Messages and Memos
A Guide to Document Formats
Documentation Formats and Overview

READINGS

Chapter 4, *Essentials of Business Communication*
Appendix A, pp. 443-452, *Essentials of Business Communication*
Appendix C, pp. 455-464, *Essentials of Business Communication*
Chapter 4, Academic Integrity and Documentation Overview, pp. 143-156, *Checkmate*
Chapter 6, APA Style of Documentation, pp. 211-256, *Checkmate*

ASSIGNMENTS**Diagnostic Test B**

Writing Improvement Exercises, pp. 115-117, *Essentials of Business Communication*

Grammar/Mechanics Review—4 & Grammar/Mechanics Challenge 4, pp. 122-124, *Essentials of Business Communication*

Online Assignment: Web Pages Evaluation

WEEK 5:
Feb 2

TOPICS

Letters
Sentence Structure and Style
Style in Writing

READINGS

Chapter 5, *Essentials of Business Communication*

Chapter 12, Sentence Structure and Style, pp. 461-467, *Checkmate*

Appendix D, Style in Writing, pp. 465-473, *Essentials of Business Communication*

ASSIGNMENTS

Writing Improvement Exercises, pp. 148-149, *Essentials of Business Communication*

Grammar/Mechanics Review—5 & Grammar/Mechanics Challenge 5, pp.157-158, *Essentials of Business Communication*

Writing Improvement Exercises, pp. 442-444, *Essentials of Business Communication*

Assignment #2: One of the following: 5.5, Information Request:

Culture Vultures Seeking Adventure, p. 151; 5.6, Information

Request: Meeting in Haines Junction at the Dalton Trail Lodge, p.

152; or 5.8, Information Request: Backpacking Cuisine, pp. 152-153

(Guffey and Almonte textbook)

Due Date: Feb 9

WEEK 6:
Feb 9

TOPICS

Persuasive Messages
English Language Learners

READINGS

Chapter 6, *Essentials of Business Communication*

Chapter 15, English Language Learners, pp. 519-559, *Checkmate*

ASSIGNMENTS**Grammar Post-Test: Week 6.**

Writing Improvement Exercises, pp. 177-178, *Essentials of Business Communication*

Grammar/Mechanics Review—6 & Grammar/Mechanics Challenge 6, pp. 184-185, *Essentials of Business Communication*

**WEEK 7:
Feb 16****TOPICS**

Negative Messages
Research Papers

READINGS

Chapter 7, *Essentials of Business Communication*
Chapter 3, Research Papers, pp. 91-141, *Checkmate*

ASSIGNMENTS

Writing Improvement Exercises, pp. 210-211
Grammar/Mechanics Review—7 & Grammar/Mechanics Challenge 7,
pp. 217-218, *Essentials of Business Communication*
Study for Mid-Term Examination: Week 9.

**WEEK 8:
Feb 23****READING WEEK – NO CLASSES****WEEK 9:
Mar 1****MID-TERM EXAMINATION—1 to 1 1/2 HRS.****TOPICS**

Informal Reports

READINGS

Chapter 8, *Essentials of Business Communication*

ASSIGNMENTS

Grammar/Mechanics Review—8 & Grammar/Mechanics Challenge 8,
pp. 253-254, *Essentials of Business Communication*
Grammar/Mechanics Review—9, p. 299, *Essentials of Business
Communication*
**Assignment #3: Short Report, Travel Opportunities: Report
Comparing Three Destinations for an Employee Incentive Program**
(Instructions will be distributed in class)
Due Date: Mar 8

**WEEK 10:
Mar 8****TOPICS**

Communicating in Person: Professionalism, Etiquette, Teamwork, and
Meetings

READINGS

Chapter 10, *Essentials of Business Communication*

ASSIGNMENTS

Grammar/Mechanics Review—10 & Grammar/Mechanics Challenge 10,
pp. 335-336, *Essentials of Business Communication*
Prepare Business Flyers: Team Presentations (for next week)

WEEK 11:
Mar 15

TOPICS

The Job Search, Résumés, and Cover Letters

READINGS

Chapter 12, *Essentials of Business Communication*

ASSIGNMENTS

Grammar/Mechanics Review—12 & Grammar/Mechanics Challenge 12, p. 408, *Essentials of Business Communication*

Assignment #4: Résumés and Cover Letters
Due Date: Mar 22

WEEK 12:
Mar 22

TOPICS

Interviews and Follow-Up

READINGS

Chapter 13, *Essentials of Business Communication*

ASSIGNMENTS

Writing Improvement Exercises, pp. 434-435, *Essentials of Business Communication*

Grammar/Mechanics Review—13 & Grammar/Mechanics Challenge 13, pp. 439-440, *Essentials of Business Communication*

In-Class Mark for Participation in Mock Interviews

WEEK 13:
Mar 29

TOPICS

Business Presentations

READINGS

Chapter 11, *Essentials of Business Communication*

ASSIGNMENTS

Grammar/Mechanics Review—11 & Grammar/Mechanics Challenge 11, pp. 369-370, *Essentials of Business Communication*

Assignment #5: Oral Presentations by Students due in Week 14 (Apr 5). Students must use PowerPoint.

WEEK 14:
Apr 5

TOPICS

Oral Presentations by Students (must include PowerPoint Slides)

WEEK 15:
Apr 12

TOPICS

Review for Final Exam

WEEK 16:
Apr 19

FINAL EXAMINATION

Authorization

This course outline has been reviewed and approved by the Program Chair.

Pam Wenaus, Instructor

Date Authorized

Gina Jackson, Chair

Date Authorized

Guy Harmer, Dean

Date Authorized

Signed copies to be delivered to:

Instructor

Registrar's Office