



# Grande Prairie Regional College

## Department of Business

### COURSE OUTLINE – WINTER 2015

## BA1020 Business Communications II

3(3-1-0) UT [60 hours]

<b>Instructor</b>	Cibylla Rakestraw	<b>Phone</b>	Office: 780-539-2873 Cell: 780-512-5129
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<b>Office Hours</b>	Mondays from 1:00 – 2:30 pm, Thursdays from 1:30 – 3:00 pm. By appointment at other times or on a drop in basis if I'm free		

### **Prerequisite(s)/ Co-requisite:**

None

### **Required Text/Resource Materials:**

Bovee, C., Thill, J., Scribner, J. (2012) Business Communication Essentials: Third Canadian Edition. Toronto: Pearson

### **Calendar Description:**

Building on concepts covered in BA1010, BA1020 covers business and employment communication, business letters and memos, resumes, cover letters, interviews, business meetings, formal reports, argumentation and persuasion, and essentials of graphic design.

### **Credit/Contact Hours:**

BA 1020 consists of three hours of instruction and a one hour lab weekly – often used in non-traditional ways for practical considerations such as attending a formal meeting off-campus, conducting interviews for the “job package”, or attending the annual department Business Conference.

**Delivery Mode(s):** The class work will include lectures, class discussions, group work, simulations, use of video and audio presentations, previewing and reviewing assignments and student presentations. Plan to participate wholeheartedly in the various activities.

**Objectives:**

- To appreciate the key components of graphic design and to demonstrate basic layout and visual conventions appropriate to a business environment.
- To understand the importance of careful preparation and planning in all forms of employment communications and to demonstrate the use of a professional approach in a job competition.
- To realize the importance of conducting effective meetings and to apply the techniques to allow meetings to achieve objectives.
- To demonstrate the use of persuasive communication techniques in both oral and written formats.
- To understand and apply the techniques for composing specific forms of effective business letters and memoranda to meet the needs of both the sender and the target audience.
- To effectively present an analysis of a situation using a formal report format.
- To develop teamwork skills through working in groups.

**Transferability:**

\*\* Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability.

**Grading Criteria:**

Business letters, memos, emails, & IM	20%
Employment interviews	5%
Business meeting report	15%
Resume & cover letter	15%
Quizzes	15%
Graphic Design Project	15%
Business Conference Assignment	15%

**Business Administration and Commerce Department**

**Grading Conversion Chart**

<b>Alpha Grade</b>	<b>4-point Equivalent</b>	<b>Percentage Guidelines</b>	<b>Designation</b>
<b>A+</b>	<b>4</b>	<b>90 – 100</b>	<b>EXCELLENT</b>
<b>A</b>	<b>4</b>	<b>85 - 89</b>	
<b>A-</b>	<b>3.7</b>	<b>80 - 84</b>	<b>FIRST CLASS STANDING</b>
<b>B+</b>	<b>3.3</b>	<b>77 - 79</b>	
<b>B</b>	<b>3</b>	<b>73 - 76</b>	<b>GOOD</b>
<b>B-</b>	<b>2.7</b>	<b>70 - 72</b>	
<b>C+</b>	<b>2.3</b>	<b>67 – 69</b>	<b>SATISFACTORY</b>
<b>C</b>	<b>2</b>	<b>63 – 66</b>	
<b>C-</b>	<b>1.7</b>	<b>60 – 62</b>	
<b>D+</b>	<b>1.3</b>	<b>55 – 59</b>	<b>MINIMAL PASS</b>
<b>D</b>	<b>1</b>	<b>50 – 54</b>	
<b>F</b>	<b>0</b>	<b>0 – 49</b>	<b>FAIL</b>

Grades will be assigned on the Letter Grading System.

**Examinations:**

There will be three quizzes periodically during the course.

**Student Responsibilities**

- Understanding that writing is a process, most writing assignments will involve multiple drafts to enable students to generate accurate, concise, well-written material.
- All assignments must be word-processed.
- Assignments are due on the dates set by the instructor. If you feel you have a valid reason for an extension, please request the extension prior to the due date. Unauthorized late assignments will have a 10% per day late penalty applied.
- All assignments must be completed to receive a grade for this course. If you fail to complete an assignment, you will be assigned a grade of Incomplete.

- In addition to the graded course assignments, you will be expected to complete various assignments outside of class. Such assignments will be graded credit/non-credit. To receive a grade in BA1020, all assignments in this category must be completed.
- Regular attendance is critical for success in BA 1020. Attendance includes arriving to class on time and being prepared by having assigned homework and readings complete.
- In the event that you miss a class, it is your responsibility to acquire the material missed and to complete assigned readings, in-class work and assigned homework.
- Assignments will be submitted through Moodle. Hard copies will not be required.
- If you must miss a quiz, please advise me before the quiz is administered. You will then be given the opportunity to write the quiz at a later time. An unexcused absence from a quiz will result in a grade of 0.
- Records retention: Class records and quizzes will be maintained until the first day of the following semester. These records will then be destroyed in a secure manner. Any unclaimed student projects may be kept and shown as examples for future classes if consent is granted.

**Statement on Plagiarism:**

Refer to the Student Conduct section of the College Admission Guide at <http://www.gprc.ab.ca/programs/calendar/> or the College Policy on Student Misconduct: Plagiarism and Cheating at [www.gprc.ab.ca/about/administration.policies/](http://www.gprc.ab.ca/about/administration.policies/)\*\*

\*\*Note: all Academic and Administrative policies are available on the same page.

**Course Schedule/Tentative Timeline:**

<b><u>Week(s)</u></b>	<b><u>Topic</u></b>	<b><u>Required Reading</u></b>
Weeks 1 - 3	Graphic Design	Information provided by instructor
Weeks 4 - 6	Working with memos, email, letters, and instant messaging	Chapters 1 - 4
Week 7	Reading Week	
Weeks 8 - 9	Working with memos, email, letters, and instant messaging Business Reports & Proposals Intercultural communication	Chapters 1 – 4 Chapters 6 – 8 Chapter 5
Weeks 10 - 11	Business Meetings and Reports	Chapters 6 - 8 and information provided by instructor
Weeks 12 - 13	General career planning, resumes, cover letters, interviews, portfolios, job shadowing, web pages, new trends	Chapters 9 & 10 and information provided by instructor
<b>March 26</b>	<b>Business Conference</b>	Be prepared to attend the complete conference (usually 8:30 am until 3:00 pm.)

Please note: The above schedule may be modified according to the needs of the class.