

GRANDE PRAIRIE REGIONAL COLLEGE
OFFICE ADMINISTRATION
COURSE OUTLINE

W 94/95

J. Johnstone

CA2040 - COMMUNICATIONS

TEXT:

Plain English, Alberta Government
Assorted

A Good Dictionary - Random House

Gregg Reference Manual, McGraw-Hill

PREREQUISITE:

English 30

**COURSE
DESCRIPTION:**

Examines business communications such as reading, listening, letters, memos, reports, employment correspondence and the job search, and oral presentations. Grammar, spelling and punctuation will be included.

**COURSE
OBJECTIVES:**

Upon completion of this course, you will be able to:

1. adjust your reading speed and your retention levels depending on the material and your purpose
2. improve your ability for active listening
3. understand the communication process
4. understand the barriers to effective communication
5. appreciate the wealth of information communicated non-verbally
6. determine the appropriate letter format for a letter/memo/writing situation
7. write effective letters and memos, correctly formatted according to accepted word-processing practices using WP5.1
8. prepare, organize and develop a short report based on original research
9. make effective oral presentations

10. use correct grammar and punctuation
11. conduct an efficient job search

GRADING:

The final grade will be determined on the following activities:

Resume and Letter of Application	10%
Short report	15%
Letters/Memos	20%
Oral Presentations	15%
Mid-term	15%
Final	<u>25%</u>
	100%

**COURSE
POLICY:**

1. Attendance is encouraged; attendance will be taken at each class. If you must miss class, have a classmate get handouts and inform you of assignments.
2. Assignments are due on the dates set by the instructor. Assignments may be handed in early, but only in exceptional circumstances may assignments be handed in late.
3. If you miss an in-class or homework assignment, you receive a zero (0) for that assignment.
4. Plagiarism will not be tolerated.
5. All assignments must be typed.
6. All major assignments must be completed in order to complete this course.