

GRANDE PRAIRIE REGIONAL COLLEGE
OFFICE ADMINISTRATION
COURSE OUTLINE

JAN 1994
B. Termeer

OA 2041 - COMMUNICATING IN BUSINESS

TEXT: Communication and English for Careers, Smith, Grisolia, Smith. Canadian Edition, Prentice Hall, Scarborough, 1995.

A Good Dictionary (Random House)

The Gregg Reference Manual, McGraw-Hill Ryerson Limited, 1986.

PREREQUISITE: OA 2030

COURSE DESCRIPTION: The principles learned in OA 2030 will be applied in the writing of letters, memos, and reports. Emphasis will be placed on oral communication, proofreading skills, and problem solving.

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

- define the communication process
- list common barriers to effective communication
- select and demonstrate appropriate formats for letter/memo/writing situations
- write effective letters and memos
- develop and prepare reports
- make effective oral presentations
- apply effective problem solving techniques

GRADING: The final grade will be based on the following:

Reports	20%
Letters/Memos	20%
Oral Presentations	20%
Assignments	20%
Exams/Quizes	20%
TOTAL	100%