

GRANDE PRAIRIE REGIONAL COLLEGE  
OFFICE ADMINISTRATION  
COURSE OUTLINE

*J. Johnstone*

OA 2041M - COMMUNICATING IN BUSINESS

- TEXT:** Vanstone, Kay. Develop Your English Skills. Copp Clark Pitman, Mississauga, 1991.
- A Good Dictionary (Random House)
- The Gregg Reference Manual, McGraw-Hill Ryerson Limited, 1986.
- PREREQUISITE:** OA2030
- COURSE DESCRIPTION:** Applies the principles learned in OA 2030 to the techniques of writing different types of letters, memos, and short reports. Emphasizes oral communication, punctuation, and proofreading skills.
- COURSE OBJECTIVES:** Upon completion of this course, you will be able to:
1. understand the communication process
  2. understand the barriers to effective communication
  3. determine the appropriate letter format for a letter/memo/writing situation
  4. write effective letters and memos
  5. prepare, organize, and develop a short report
  6. make effective oral presentations

**GRADING:** The final grade will be determined on the following activities:

Short reports	20%
Letters/Memos	30%
Oral Presentations	20%
Final	<u>30%</u>
Total	100%

All marks will be expressed in percentages and the final grade will be transferred to the 9-point scale.

**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.

WINTER 1996