

Grande Prairie Regional College
Industrial Training Programs
Course Outline

PN1070 Communications Winter 2003

- Instructor:** Cliff Mitchell
Office: E401, Desk #17
Office Hours: By appointment
Required Text: SAIT Modules and supplements
Text Usage: The text will be used extensively in the course. Each student should purchase his or her own copy.
Course Description: Discussions will focus on effective communications skills in the workplace. Exercises are tailored to specific tasks students will encounter in industry. Concepts that will be covered include:

Sentence Structure	Writing Fundamentals I
Telephone Skills	Answering, calling and handling complaints
Paragraphs:	Writing Fundamentals II

Memos:	Writing Memos and email memos
Letter & Resume:	Letter Writing Strategies
Reports:	Short Reports and Writing an Investigation/Recommendation Report
Oral Presentation:	Class exercise after practicum

Records Retention: Class records, including final exams, related to this course will be maintained for one year after the last day of classes for the course. These records will then be destroyed in a secure manner. Any unclaimed student term tests or projects will be destroyed within 30 days of the last class. Selected student projects may be kept and shown as examples for future classes provided that the proper consent form has been signed.

University

Transferability: None

Evaluation: The following components will determine your final grade:

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| 1. Assignments | 25% |
| 2. Tests | 25% |
| 3. Oral Presentation | 20% |
| 4. Technical Report | 30% |

Ground Rules:

1. Late assignments will **NOT** be accepted.
2. All tests must be completed to receive credit for this course.
3. You are expected to attend ALL scheduled classes unless otherwise told. If you must miss a class, please talk to me about, preferably beforehand. You are responsible for obtaining any notes or hand outs you may have missed.

Class Schedule: Dates listed below are tentative.

Week	Topic	Notes
Jan 6	Listening	Description Speeches & Video
Jan 7	Telephone	Video & Quizzes
Jan 8	Sentences	Presentation and assignment
Jan 9	Paragraphs	Presentation and assignment
Jan-13	Accident Report	
Jan 14	Letter Writing	Phone Quiz
Jan 15	Writing Memos	
Jan 16	Writing Email	
March 3	Short Reports	
March 5	Reports	
March 6	Forms	
March 10	Impromptu Speech	
March 12	Impromptu Speech	
March 13	Speech	
March 17	Cover Letter	
March 19	Resume	
March 20	Oral Presentations	
March 24	Oral Presentations	
March 26	Oral Presentations	
March 27	Oral Presentations	
March 31	Oral Presentations	
April 2	Oral Presentations	
April 3	Oral Presentations	
April 7	Oral Presentations	
April 9	Oral Presentations	
April 10	Oral Presentations	
April 14	Report is due	