



DEPARTMENT Business and Office Administration

COURSE OUTLINE - WINTER 2020

OA1040 (HI/ED): Business Communications II - 3 (4.5-0-0) 67.5 Hours for 15 Weeks

**INSTRUCTOR:** Tashia Lepage      **PHONE:** 780-865-7666  
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**MAIL:**

**OFFICE HOURS:** By Appointment

**CALENDAR DESCRIPTION:** The course applies the principles learned in OA1030 to the techniques or writing different types of letters, memos and short reports. It emphasizes oral communication, punctuation and proofreading skills.

**PREREQUISITE(S)/COREQUISITE:** OA1030 or consent of instructor.

\*Credit will be granted for one of OA1040 or OA2040.

**REQUIRED TEXT/RESOURCE MATERIALS:**

Braun, Locker, Kaczmarek., Business Communication Building Critical Skills, Sixth Edition, McGraw-Hill Ryerson Limited, 2013.

**DELIVERY MODE(S):** Lecture

**COURSE OBJECTIVES:**

Upon successful completion of the course, students should be able to:

- recognize the importance of careful preparation and planning in all forms of business communications
- correctly apply grammar mechanics and sentence structure to business correspondence:
- write clearly and coherently, including an appropriate level of detail
- present information in a logical sequence
- use language, format and structure suitable for purpose and audience
- ensure written work includes generally accurate punctuation and spelling and that meaning is clear.
- adapt a message to a specific purpose and audience
- apply the organizational techniques for composing specific forms of effective business letters and memoranda to meet the needs of both the sender and the target audience.

- demonstrate the use of informative, positive, and persuasive communication techniques in both oral & written formats.

## LEARNING OUTCOMES:

The primary outcomes of this course are for students to apply the fundamental grammar skills obtained in OA 1030 to the mechanics of functional writing, as well as to develop teamwork skills through working in groups

## TRANSFERABILITY:

**A list of institutions to which this course transfers (For example: UA, UC, UL, AU, GMU, CU, CUC, KUC. Please note that this is a sample and it must be replaced by your specific course transfer)**

**\*Warning:** Although we strive to make the transferability information in this document up-to-date and accurate, **the student has the final responsibility for ensuring the transferability of this course to Alberta Colleges and Universities.** Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at Alberta Transfer Guide main page

<http://www.transferalberta.ca> or, if you do not want to navigate through few links, at <http://alis.alberta.ca/ps/tsp/ta/tbi/onlineSearch.html?SearchMode=S&step=2>

**\*\* 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**

## EVALUATIONS:

Assignments:	30%
Unit Tests and Quizzes	20%
Final Exam:	30%
Final Project	10%
Job Success Skills:	10%

The student will demonstrate job success through:

- Regular attendance and punctuality
- Meeting deadlines and due dates for assignments
- Maintaining a high standard of work
- Informing of absences, participating in class, and taking initiative

**GRADING CRITERIA:** (The following criteria may be changed to suite the particular course/instructor)

Please note that most universities will not accept your course for transfer credit **IF** your grade is less than C-.

Alpha Grade	4-point Equivalent	Percentage Guidelines	Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	90-100	C+	2.3	67-69
A	4.0	85-89	C	2.0	63-66
A-	3.7	80-84	C-	1.7	60-62
B+	3.3	77-79	D+	1.3	55-59
B	3.0	73-76	D	1.0	50-54
B-	2.7	70-72	F	0.0	00-49

**COURSE SCHEDULE/TENTATIVE TIMELINE:**

WEEK	TOPIC
1	Unit 1: Building Effective Messages Module 1: Introducing Business Communication
2	Module 2: Adapting your message to your audience
3	Module 4: Planning, Writing and Revising Module 5: Designing Documents, Slides and Screens <b>TEST 1</b>
4	Unit 2 Composing Business Messages Module 7: Composing Informative and Positive Messages
5	Module 8: Composing Negative Messages Module 9: Composing Persuasive Messages

	<b>TEST 2</b>
6	Unit 4 Researching and Reporting Module 13: Researching Module 14: Summarizing and Documenting Information
7	Module 15: Writing Information Reports
8	Module 16: Writing Formal Reports <b>TEST 3</b>
9	Unit 5 Building Emotional Intelligence- Interpersonal Communication Module 19: Listen Actively
10	Module 21: Planning, Managing and Recording Meetings
11	Module 22: Making Presentations
12	<b>TEST 4</b>
13	Unit 6 Job Hunting Module 23: Researching Jobs
14	Final Exam Review

**\*There may be a unit exam following the completion of each Unit (3-5 modules).**

### **STUDENT RESPONSIBILITIES:**

Daily attendance is essential! Students are responsible for completing assignments outside of class time when necessary. If you are ill, please have a classmate inform you of the work covered that day. More than 3 missed classes may result in a recommendation of "Debarred from Exam." (See College Calendar) Assignments and tests missed will be recorded as zero. Assignments are due on the dates set by the instructor. No late assignments or rewrites of exams are allowed

### **STATEMENT ON PLAGIARISM AND CHEATING:**

Cheating and plagiarism will not be tolerated and there will be penalties. For a more precise definition of plagiarism and its consequences, refer to the Student Conduct section of the College Calendar at <http://www.gprc.ab.ca/programs/calendar/>

or the College Policy on Student Misconduct: Plagiarism and Cheating at  
<https://www.gprc.ab.ca/about/administration/policies>

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