

COURSE NAME: CMM230 Workplace Communications

Credit Value: 3
Total Course Hours: 42
Prerequisite Course(s): CMM116, CMM125, or CMM205
Corequisite Course(s): None

COURSE DESCRIPTION

In this course, learners will apply the model of effective communication developed in earlier communications courses, will demonstrate the basics of informal report writing, and will focus on the organization of routine, informal situations so that they can communicate effectively in a vocational setting.

PLAR INFORMATION

This course is eligible for Prior Learning Assessment and Recognition. Students are advised to discuss options with their program coordinator.

COURSE LEARNING OUTCOMES

Upon completion of this course, the student will have reliably demonstrated the ability to:

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| <p>1.0 Demonstrate an understanding of general communication concepts and problems.</p> <ul style="list-style-type: none">1.1 Explain the communication process.1.2 Describe the common types of barriers that may cause a breakdown in the communication cycle. <p>2.0 Write business messages that demonstrate business communication writing principles.</p> <ul style="list-style-type: none">2.1 Define the purpose of the message.2.2 Identify primary and secondary audiences of the message.2.3 Apply the Seven Cs of business communication principles to all business messages: completeness, conciseness, consideration, coherence, clarity, courtesy, and correctness. <p>3.0 Demonstrate an understanding of intellectual property, copyright, and fair use of copyrighted material.</p> <ul style="list-style-type: none">3.1 Adhere to the principles of academic integrity with respect to the use of words, concepts, patterns, images, or sounds from any source, including textbooks, Internet and library resources, and social media.3.2 Submit work that is free of plagiarism as defined by Canadore College's Academic Integrity Policy. | <p>3.3 Represent work attributable to others according to convention.</p> <ul style="list-style-type: none">3.3.1 Employ in-text citations using APA documentation style.3.3.2 Develop bibliographies according to APA style. <p>4.0 Use the direct organizational plan for the creation of good-news and neutral messages.</p> <ul style="list-style-type: none">4.1 Write inquiries using the direct organizational plan.4.2 Write favourable replies using the good-news organizational plan. <p>5.0 Use the indirect organizational plan for the creation of negative news messages while maintaining the goodwill of the reader.</p> <ul style="list-style-type: none">5.1 List strategic decisions made in planning messages of refusal.5.2 Identify the characteristics of effective negative news messages.5.3 Identify refusals that secure the understanding of the reader while accomplishing the intended purpose. <p>6.0 Demonstrate an understanding of the principles of persuasion by composing effective persuasive messages.</p> <ul style="list-style-type: none">6.1 Identify the goals of persuasion.6.2 Explain the factors that will motivate the |
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- receiver to respond favourably to the persuasive message.
- 6.3 Identify a four-step, indirect order writing plan for persuasive business messages.
- 7.0 Write informal short reports.
- 7.1 Recognize the important role played by informal reports in facilitating organizational operations.
- 7.2 Recognize the underlying purpose of informational and/or analytical reports.
- 7.3 Select an appropriate format for the informal reports.
- 7.4 Write short informational and/or analytical reports.
- 8.0 Edit messages to eliminate grammar, punctuation, spelling and usage mistakes.
- 8.1 Improve sentence structure skills to eliminate such common errors as subject/verb disagreement, faulty pronoun reference, incorrect pronoun case, pronoun/antecedent disagreement, dangling and misplaced modifiers, fragments, and run-ons.
- 8.2 Edit messages to ensure the punctuation marks, such as terminal marks, commas, semi-colons, colons, apostrophes and quotation marks are used correctly.
- 8.3 Improve coherence between sentences and between paragraphs through the use of transitional connectors.
- 8.4 Edit messages to eliminate capitalization and faulty parallelism errors.
- 8.5 Identify the use of active and passive voice verbs in sentences.
- 8.6 Use a dictionary, thesaurus, grammar handbook, and electronic grammar- and spell-check features to eliminate spelling and usage errors.
- 9.0 Employ written and oral critical reflection techniques to improve communication knowledge and practices.
- 9.1 Critically reflect on personal thoughts and actions.
- 9.2 Critically reflect on interactions with others.
- 9.3 Critically reflect on selected concepts, theories, or methodologies.
- 9.4 Critically reflect on ethical, political, or social contexts.
- 10.0 Optional - Demonstrate the ability to research and design an effective job search strategy.
- 10.1 Perform a self-assessment of skills, abilities, and personality traits.
- 10.2 Compose a resume that is complete and accurate, professional in appearance, appropriate to the student's work experience and education, focused to a specific objective.
- 10.3 Plan and compose a cover letter for a specific advertised job in the student's field.
- 10.4 Plan follow-up letters which demonstrate sincerity and awareness of the receiver's priorities.
- 10.5 Discuss and demonstrate familiarity with techniques for turning a job interview to the candidate's advantage.
- 10.6 Plan for job interviews by anticipating the kinds of questions interviewers often ask.
- 11.0 Optional - Demonstrate a knowledge of oral presentation skills.
- 11.1 Select the appropriate presentational style for any given oral report situation.
- 11.2 Demonstrate the ability to make presentations to a predetermined length, within reasonable parameters.
- 11.3 Present visual aids appropriately in oral presentations.
- 12.0 Optional - Illustrate reports.
- 12.1 Understand the purpose and function of graphics.
- 12.2 Select appropriate graphics with discretion and skill.

GENERAL EDUCATION

This is not a General Education course.

ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES

This course contributes to the following Ministry of Training, Colleges and Universities approved essential employability skills (EES) outcomes:

1. Communicate clearly, concisely, and correctly in the written, spoken, and visual form that fulfils the purpose and meets the needs of the audience.
2. Respond to written, spoken, or visual messages in a manner that ensures effective communication
4. Apply a systematic approach to solve problems
5. Use a variety of thinking skills to anticipate and solve problems
6. Locate, select, organize, and document information using appropriate technology and information systems.
7. Analyse, evaluate, and apply relevant information from a variety of sources.
8. Show respect for the diverse opinions, values, belief systems, and contributions of others
9. Interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals.
10. Manage the use of time and other resources to complete projects.
11. Take responsibility for one's own actions, decisions, and consequences.

EXTERNAL COURSE ACCREDITATIONS AND CONDITIONS

COURSE EVALUATION

Assignments and tests: 85%

Grammar: 15%

PROGRAM SPECIFIC GRADING

Per College Grading System

GRADING SYSTEM

A+:	90-100%	B+:	77-79%	C+:	65-69%	D:	50-54%	S - Satisfactory
A:	85-89%	B:	73-76%	C:	60-64%	F:	0-49%	I - Incomplete
A-:	80-84%	B-:	70-72%	D+:	55-59%			F - Repeat course

*For a complete detailed description please refer to the College website.

LEARNING RESOURCES

As selected by the professor

Resources listed on the course outline support the achievement of learning outcomes, and may be used throughout the course to varying degrees depending on the instructor's teaching methodology and the nature of the resource.

LEARNING ACTIVITIES

Lectures

Individual writing assignments

Discussions

Reflection and self-evaluation

Team writing assignments (optional)

Presentations (optional)

DELIVERY MODE

Classes are three hours per week, available in class, online, or hybrid, depending on the program.

ACADEMIC POLICIES

- Academic Integrity
- Academic Appeal
- Academic Attendance
- Grading and Assessment

For academic policies please see: <http://www.canadorecollege.ca/about-us/corporate-policy-manual>.

COLLEGE POLICIES

- Protecting human rights in support of a respectful college community

For college policies please see: <http://www.canadorecollege.ca/about-us/college-policies>.

STUDENT SUCCESS SERVICES

YOUR SUCCESS MATTERS!

We offer comprehensive, student-focused services designed to help you succeed. Canadore is committed to Student Success and offers CONFIDENTIAL services to help you in your studies. We offer:

- Study skills workshops
- Peer tutoring
- Career guidance
- Mental health and wellness tips and strategies
- Resource centre
- Assistive devices

The ultimate goal of Student Success Services is to support students so they can achieve success academically, in their career aspirations, and in their personal lives. Please don't hesitate to drop by C262 or to book an appointment please call 1-705-474-7600 ext. 5205.

FIRST PEOPLES' CENTRE:

We offer a culturally safe environment where our student focused services provide you with the following CONFIDENTIAL services:

- One on one counselling
- Elder in residence
- Peer tutoring
- Peer mentorship
- Lunch & learn workshops on study skills, self-care, life skills
- Resource Centre

Drop by our offices at C254 College Drive, E101 Commerce Court or call 705 474 7600 Ext. 5961 College Drive / 5647 Commerce Court.

WAIVER OF RESPONSIBILITY

Every attempt is made to ensure the accuracy of this information as of the date of publication. The college reserves the right to modify, change, add, or delete content.

HISTORICAL COURSE OUTLINES

Students use course outlines to support their learning. Students are responsible for retaining course outlines for future use in applications for transfer of credit to other educational institutions.