



**COURSE OUTLINE**

**Communicating at Work**

**3 CREDITS**

**YUKON COLLEGE**

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Course Outline prepared by Melanie McFadyen , 2011.

Yukon College  
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**COMM 040**  
**Communicating at Work**

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**Instructor:** Melanie McFadyen  
**Office Hours:** Tuesdays, 1:30 – 2:30 or by appointment  
**Office Location:** TBA  
**Telephone:** 867-668-5260  
**Course Offering:** Tuesday & Thursday 2:30 – 4:30 p.m.

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**Course Description**

Communications 040 is a preparatory writing course designed for students who wish to improve their business/technical writing skills. Students will develop knowledge, skills, and attitudes relevant to future college programs and career fields. The course includes practice in reading and interpreting business documents, and writing clearly and coherently in formats appropriate for business and technical writing.

**Learning Outcomes**

Upon completion of this course, the student will:

1. Successfully apply the writing process including pre-writing, drafting and editing.
2. Demonstrate basic grammar, sentence skills and formatting in writing.
3. Compose and send a professional e-mail message.
4. Write in a variety of business formats, including emails, and routine, good news, bad news, and persuasive letters, as well as written reports.
5. Prepare and present information orally.
6. Read and interpret a variety of business documents (eg. memos, instructions, reports, job descriptions, performance evaluations, minutes, etc.).
7. Demonstrate basic word processing skills in written assignments.

**Class Format**

Each class will consist of a combination of lecture, discussion, group work, and individual writing activities. Some time will be allowed for starting assignments in class, but most of the writing assignments will be completed outside of class time. Students should expect to put in about two to four hours of work per week outside of class time.

**Prerequisites**

Acceptance into College Preparation.

## Course Requirements/Evaluation

### Attendance and Participation

*Attendance is mandatory.* Students must be in class at scheduled times. *It is the student's responsibility to attend all classes. If you miss a class, it is your responsibility to find out what you missed and to complete assigned work on time.* Consider partnering with someone in the class so you can take notes and collect handouts for each other in case one of you is absent.

The following is an excerpt from *the Yukon College Academic Regulations and Procedures (January 2004)* manual from **section 4.01—Attendance:**

“Students in all program areas are expected to attend classes. However, attendance requirements may vary from program to program. Special permission from the Dean or Chair is required if a student is enrolled in another course and the timetables for the two courses overlap. Attendance requirements are noted below.

- Individual instructors shall inform students of the attendance requirements for their course at the beginning of the semester
- Admission to a lecture or laboratory may be refused by the instructor due to lateness or misconduct. Students who do not attend classes or submit assignments as required may be refused admission to further classes
- Attendance at practicum activities and work placement activities (in Co-op programs) is required. Students shall notify the placement agency as well as the instructor whenever practicum/work attendance is not possible
- Attendance for sponsored students will be reported to the sponsoring agency as required

### Attendance Policies

Attendance is mandatory. A student may be dismissed from a course or program if more than **ten percent (10%)** of the scheduled contact hours **are missed in any one course.** **Dismissal** from a course may result in **loss of full-time status and loss of sponsorship funding.**”

### Assignments

Students will complete 10 in-class quizzes based on the previous week's grammar topic. These will be worth 1% each for a total of 10% of the overall grade. Students are required to complete 7 assignments worth 60% of their final course grade. Students will keep an ongoing reflective journal that will include 5 entries and be worth 10% of the final grade. They will also be expected to complete a written research report and deliver it orally. This will be worth 15% of their final grade.

**Rewrites:** Students may choose to rewrite one assignment. A new topic must be chosen, and the rewrite must be submitted no later than two weeks after the assignment was returned.

**Late Policy:** Students are allowed one “negotiated late” during the semester (does not apply to the research assignment or the learning journal). Such requests *must be made in advance of the due date*.

Assignments are due by midnight of the due date. Late papers will receive a penalty of half a letter grade. Assignments will be accepted up to one week after the due date. After that, the student will receive a mark of zero.

## **Final Exam**

*The final exam must be written in order to receive credit for the course.*

**Rewrites:** A rewrite for a failing grade on an examination (less than 50%) may be permitted at the instructor’s discretion. The rewrite mark will be recorded whether it is higher or lower than the original. However, a maximum mark of 65% will be awarded.

**"No Shows":** A student who misses an examination will receive a mark of zero for that examination but may be permitted a rewrite. Exceptions may be made if a student receives prior permission from the instructor, or faces an emergency. Some form of documentation of the emergency may be required.

**Evaluation**

The following is a list of major assignments and exams for the course. The instructor may make adjustments as necessary.

<b>Unit</b>	<b>Assignment</b>	<b>Due Date</b>	<b>Marks</b>	<b>Value</b>
<b>Sentence Skills</b>	Grammar Quizzes	weekly	1 each	10%
<b>Written Assignments</b>	Introductory Email	Sept. 17	5	55%
	E-mail assignment	Oct. 2	5	
	Routine message assignment	Oct. 15	10	
	Good news letter	Oct. 22	10	
	Bad news letter	Nov. 5	10	
	Persuasive letter	Nov. 12	10	
	In-Class Letter	Nov. 19	5	
<b>Reflective Journal</b>	5 entries	As per course outline	2 each	10%
<b>Research Report</b>	Written Component	Dec 10	5	10%
	Oral Component	Dec. 8	5	
<b>Final Exam</b>	Theory	TBA		15%
	Writing	TBA		
<b>Total</b>				100%

Please note that students must obtain B- in Communications 040 in order to register in English 050 at Yukon College. *Yukon College uses the following grading system and calculates grade point averages (GPA) on a 4.0 scale.*

LETTER GRADE	PERCENTAGE EQUIVALENT	GRADE POINT AVERAGE
A+	95 – 100	4.0
A	86 – 94	4.0
A-	80 – 85	3.7
B+	75 – 79	3.5
B	70 – 74	3.0
B-	65 – 69	2.7
C+	62 – 64	2.5
C	58 – 61	2.0
C-	55 – 57	1.7
D	50 – 54	1.0
F	Under 50	0.0

### **Required Textbooks/Materials**

#### **Textbooks**

Finlay, M & Frank, C. Communication at Work 4<sup>th</sup> Ed. (2007). Toronto: Thomson-Nelson

Communications 040 Student Binder

#### **Required Materials**

Writing paper, pencils, pens, highlighters

#### **STUDENTS WITH DISABILITIES OR CHRONIC CONDITIONS:**

Reasonable accommodations are available for students with a documented disability or chronic condition. It is the student's responsibility to seek these accommodations. If a student has a disability or chronic condition and may need accommodation to fully participate in this class, he/she should contact the Learning Assistance Centre (LAC).

**Topic Outline**

Week	Topic
Week 1	Introduction to Course <b>Chapter 1: The Communication Process</b>
Week 2	The Business of Organization Using Calendars & Graphic Organizers Grammar Topic: Capitals and Abbreviations
Week 3	<b>Chapter 2: Style in Business Communication</b> Grammar Topic: Subjects and Verbs
Week 4	<b>Chapter 3: Presenting Written Messages &amp; E-Mails</b> Grammar Topic: Sentence Fragments
Week 5	<b>Chapter 4: Routine Messages</b> Information Request & Reply to Information Request Grammar Topic: Run-Ons and Comma Splices
Week 6	<b>Chapter 5: Good News Messages</b>
Week 7	<b>Chapter 6: Bad News Message</b> Grammar Topic: Commas and Other Punctuation
Week 8	<b>Chapter 6: Bad News Messages (cont')</b> Grammar Topic: Apostrophes & Quotation Marks
Week 9	<b>Chapter 7: Persuasive Messages</b> Grammar Topic: Subject-Verb Agreement
Week 10	<b>Chapter 7: Persuasive Messages (cont')</b> Grammar Topic: Consistent Verb Tenses
Week 11	<b>Chapter 12: Researching the Report</b> Grammar Topic: Parallel Structure
Week 12	<b>Chapter 13: Planning the Informal Report</b> <b>Chapter 14: Presenting the Formal Report</b> Grammar Topic: Effective Word Choice
Week 13	<b>Chapter 8: Oral Communication</b>
Week 14	Oral Presentations Wrap-Up/Review
Week 15	Final Exam



