

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ON

COURSE OUTLINE

COURSE TITLE: ENGLISH FOR EVERYDAY LIVING

CODE NO.: ENG SEMESTER: FALL

PROGRAM: FOOD SERVICES ASSISTANT

AUTHOR: LANGUAGE AND COMMUNICATION DEPARTMENT

DATE: SEPTEMBER 1991 PREVIOUS OUTLINE DATED: -----

APPROVED: S. J. Kow DEAN DATE Sept. 20/91

COURSE DESCRIPTION

The ability to relate clearly with others is an important skill for family and community involvement. The course will use role play, group discussions, and problem solving to give the students a chance to practise and improve their communication skills. Work-related written English will be included.

GENERAL OBJECTIVES

1. Students will show their understanding of the basic aspects of the communication process by improving the clarity of their communication.
2. Students will be able to converse and interact effectively with individuals and with small groups.
3. Students will recognize and understand the interactive relationship that exists between effective speaking and listening.
4. Students will be able to apply critical thinking skills to speaking and listening situations.
5. Students will perceive that "non-verbal communication" and "para-language" are important forms of communication.
6. Students will realize the value of using Standard English speech and writing in various community, social, and work situations.

COURSE CONTENTA. This Business of Communications

1. Introductions/Ice-Breakers: create a relaxed, friendly, and informal atmosphere conducive to open discussion.
2. Course overview.
3. The importance of communication.
4. The communication process.
5. Barriers to effective communication.

B. How People Communicate

1. One-way/two-way communication.
2. Formal/informal communication.
3. Downward/upward/lateral communication.
4. Verbal/non-verbal communication ("para-language" and "body language").
5. Importance of feedback.

COURSE OBJECTIVES

The ability to relate clearly with others is an important skill in family and community involvement. The course will use role plays, group discussions, and games to give the students a chance to practice and improve their communication skills. Worksheets and other materials will be provided.

GENERAL OBJECTIVES

1. Students will show their understanding of the basic concepts of communication by recognizing the clarity of their own and others' messages.
2. Students will be able to converse and present effectively with individuals and with small groups.
3. Students will recognize and understand the interactive relationship that exists between effective speaking and listening.
4. Students will be able to apply critical thinking skills to speaking and listening situations.
5. Students will recognize that non-verbal communication and para-linguistics are important forms of communication.
6. Students will realize the value of using Standard English speech and writing in various contexts, social, and work situations.

Course Content

1. The process of communication
2. Instructional-Process-Model: Goals & Objectives, Learning Objectives, and Instructional Strategies
3. Course Overview
4. The importance of communication
5. The communication process
6. Strategies for effective communication
7. The communication process
8. One-way/two-way communication
9. Feedback and communication
10. Downward/upward/lateral communication
11. Verbal/non-verbal communication (para-linguistics and body language)
12. Importance of feedback

C. Becoming a Better Listener

1. Barriers to effective listening.
2. Improving listening skills.
3. Active listening.
4. Following oral instructions.

D. Effective Speaking

1. The role of the sender in the communication process.
2. Improving speaking skills.
3. Telephone etiquette in the work place.
4. Requesting and giving information.
5. Giving and taking messages.
6. Group process and decision-making: speaking in groups.

E. Written Communication

1. Mechanics of writing: review of basic sentence structure, spelling, punctuation, and grammar.
2. Writing clear instructions, directions, messages (work-related writing).
3. Journal writing.

INSTRUCTIONAL METHODOLOGY

A variety of teaching methods will be employed: role playing; small and large group discussions; student self-assessment sheets; games relating to problem solving, decision making, and communication skills; in-class teacher-directed written assignments; journal writing; guest speakers, audiovisual presentations.

NATURE OF THE COURSE

This course is one which demands active participation from students. Students will "learn by doing" in a friendly, non-threatening environment. Regular attendance is essential as most of the work, including writing, is of a practical nature and will be completed in class.

TEXTBOOKS AND SUPPLIES

No textbook is required for this course. Handouts, as needed, will be provided by the teacher. Students must bring a binder to class for journal writing and handouts.

Section 1: Oral Communication

- 1. Understanding of English listening
- 2. Improving listening skills
- 3. Reading and listening
- 4. Understanding oral instructions

Section 2: Written Communication

- 1. The role of the teacher in the communication process
- 2. Improving speaking skills
- 3. Telephone etiquette in the work place
- 4. Requesting and giving information
- 5. Writing and taking messages
- 6. Group process and decision-making: speaking in groups

Section 3: Written Communication

- 1. Mechanics of writing: review of basic sentence structure, spelling, punctuation, and grammar
- 2. Writing test instructions, directions, messages, work-sheets, etc.
- 3. Journal writing

THE PEDAGOGICAL METHODOLOGY

The primary of teaching methods will be employed role playing and group work. Assessment will be done through self-assessment, peer assessment, and teacher assessment. The teacher will be expected to provide a supportive and communicative environment for the students. The teacher will be expected to provide a supportive and communicative environment for the students. The teacher will be expected to provide a supportive and communicative environment for the students.

AIMS OF THE COURSE

The course is designed to provide the students with the necessary skills and knowledge to be able to communicate effectively in the workplace. The course will focus on the development of the students' listening, speaking, reading, and writing skills. The course will also provide the students with the necessary knowledge to be able to understand and use English in the workplace.

TEXTS AND MATERIALS

The course materials will be provided by the teacher. The materials will include textbooks, audio tapes, and video tapes. The teacher will also provide additional materials as needed. The teacher will also provide additional materials as needed. The teacher will also provide additional materials as needed.

METHOD OF ASSESSMENT

Attendance and participation	25%
Short tests on mechanics of writing	10%
Speaking (attitude, content, organization, expression, role playing)	25%
Listening (attitude, responsiveness, various purposes)	25%
Journal writing	15%
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TOTAL	100%

Note: There will be no final examination in this course.

TIME FRAME

This is a twelve-week course consisting of three hours of class time per week.

Note: The content of this course is subject to change according to student abilities.

METHOD OF ASSESSMENT (GRADING METHOD)

A+	Consistently outstanding	(90% - 100%)
A	Outstanding achievement	(80% - 89%)
B	Consistently above average achievement	(70% - 79%)
C	Satisfactory or acceptable achievement in all areas subject to assessment	(60% - 69%)
R	Repeat--The subject has not achieved the objectives of the course and the course must be repeated.	(Less than 60%)
CR	Credit exemption	
X	A temporary grade, limited to situations with extenuating circumstances, giving a student additional time to complete course requirements	

NOTE: Students may be assigned an "R" grade early in the course for unsatisfactory performance.

METHOD OF ASSESSMENT

100	Final written
100	Oral presentation
100	Speaking exercises, content, organization, expression
100	Writing exercises, content, organization, expression
100	Classroom participation, responsiveness, various responses
100	Attendance
100	TOTAL

There will be no final examination in this course.

THE TERM

This is a twelve-week course consisting of three hours of class time per week.

The content of this course is subject to change according to student interest.

METHOD OF ASSESSMENT (TRAINING METHOD)

100	Final written
100	Oral presentation
100	Speaking exercises, content, organization, expression
100	Writing exercises, content, organization, expression
100	Classroom participation, responsiveness, various responses
100	Attendance
100	TOTAL

When attendance may be assigned as "B" grade early in the course.