

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Title: ADVANCED COMMUNICATION SKILLS
FOR OFFICE ADMINISTRATION

Code No.: ENG 314-3

Program: BUSINESS: OFFICE ADMINISTRATION

Semester: FOURTH

Date: WINTER 1989/90

Author: LANGUAGE AND COMMUNICATION DEPARTMENT

New: _____ Revision: X

APPROVED: *N. Koch*
Chairperson

1989 12 21
Date

PREREQUISITE

To register in English 314-3, the student must have successfully completed the 100 and 200 level English courses for Office Administration.

PHILOSOPHY/GOALS

This course enables Office Administration students to update and refine interview skills, further develop and apply critical thinking, research and reporting skills, and develop skills essential for recording and processing oral information.

METHOD OF ASSESSMENT

Students will be assessed on oral and written assignments and on class activities, as specified below.

Letter grades will be assigned in accordance with the Language and Communication Department Guidelines.

The following grade symbols will be used in recording final grades:

- "A+" - consistently outstanding achievement
- "A" - outstanding achievement
- "B" - consistently above average achievement
- "C" - satisfactory or acceptable achievement in areas subject to assessment
- "R" - REPEAT (The student has not achieved the objectives and must repeat the course.)

TEXTBOOKS

1. Text: to be indicated by teacher.
2. College English Communication. Stewart-Zimmer-Camp-Dombeck. McGraw-Hill Ryerson. (Reference)
3. Webster's New World Dictionary, Third college edition. General Publishing Company.
4. Roget's Thesaurus.
5. Gregg Reference Manual.

OBJECTIVES

1. In preparation for a staged interview, update resume and write an appropriate cover letter.
2. Build interview skills by preparing for an interview and participating as interviewee in a videotaped interview conducted by a community employer.

3. Develop critical awareness of the interview process by analyzing interview performance from feedback obtained during and subsequent to the interview.
4. Utilize writing and editing skills and area-related content in the preparation of business documents.
5. Develop information recording, revising, and editing skills and apply these skills to the task of minute-taking.

INSTRUCTIONAL METHODS

Instructional methods will vary according to student needs.

ASSIGNMENTS AND PERCENTAGE GRADING

Objective one:	Update resume and cover letter.	10%
Objective two:	Videotaped interview: completion and teacher evaluation.	15%
Objective three:	Interview: student analysis	10%
Objective four:	1. Advanced business writing	20%
	2. Oral presentation of a document	10%
Objective five:	Minute taking assignments	25%
Classroom activities		10%
TOTAL		100%

DUE DATES

Due dates for assignments, interviews, and presentations will be announced during the semester.

TIME FRAME

Advanced Communication Skills for Office Administration (ENG 314-3) involves two periods per week for sixteen weeks.