COURSE OUTLINE: CMM126 - WORKPLACE COMM

Prepared: L&C Department - Gabi Doleske

Approved: Martha Irwin, Chair, Community Services and Interdisciplinary Studies

Course Code: Title	CMM126: WORKPLACE COMMUNICATION
Program Number: Name	
Department:	COMMUNICATIONS
Semesters/Terms:	18F
Course Description:	This course helps students develop reading, writing, speaking, and listening skills required for the workplace. Written and verbal assignments utilize program-related materials and focus on program expectations. As well, students develop effective job search documents. Listening skills are developed throughout the course through the sharing and clarification of information.
Total Credits:	3
Hours/Week:	3
Total Hours:	45
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
Substitutes:	CMM149, CMM210, CMM215, CMM225, CMM230, OAD110, OEL200, OEL770, OEL902, PFP204
Essential Employability Skills (EES) addressed in this course:	EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience. EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication. EES 4 Apply a systematic approach to solve problems. EES 5 Use a variety of thinking skills to anticipate and solve problems. EES 6 Locate, select, organize, and document information using appropriate technology and information systems. EES 7 Analyze, evaluate, and apply relevant information from a variety of sources. EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others. EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals. EES 10 Manage the use of time and other resources to complete projects. EES 11 Take responsibility for ones own actions, decisions, and consequences.
Course Evaluation:	Passing Grade: 50%, D
Books and Required Resources:	No textbook is required for this course.
Course Outcomes and Learning Objectives:	

Course Outcome 1	Learning Objectives for Course Outcome 1
1. Reading Skills:	1.1 Research program-related material

	Demonstrate reading comprehension and interpretive use of research articles and various career-related materials.	1.2 Comprehend post-secondary vocabulary 1.3 Determine writer`s purpose and audience 1.4 Identify stated or implied main ideas 1.5 Distinguish supporting details 1.6 Make logical inferences and draw conclusions 1.7 Determine reliability and usefulness of reading material (distinguish fact from opinion) 1.8 Reflect upon and assess strengths and needs of personal reading skills
	Course Outcome 2	**Learning Objectives for Course Outcome 2**
	2. Writing Skills: Plan, develop, and produce clear, concise, and accurate expository paragraphs and work-related documents.	2.1 Plan and organize communications according to the purpose and audience 2.2 Employ the writing process to produce written products 2.3 Recognize and use elements and techniques for expository writing (defining, classifying, describing, summarizing, instructing, explaining cause and effect, etc.) 2.4 Incorporate content that is meaningful, relevant, and complete 2.5 Write a well-organized expository paragraph 2.6 Credit the sources of quoted and paraphrased material using a standard referencing style 2.7 Employ the six Cs (conciseness, clarity, cohesiveness, correctness, completeness, and courtesy) in all written submissions 2.8 Evaluate, proofread, and edit documents using appropriate tools 2.9 Identify and use appropriately different types of writing formats (email, memos, letters, summaries, short reports, etc.) 2.10 Enhance document design by using software features 2.11 Recognize various techniques for effective resumes 2.12 Prepare and write an effective cover letter and resume 2.13 Reflect upon and assess strengths and needs of personal writing skills
	Course Outcome 3	**Learning Objectives for Course Outcome 3**
	3. Listening and Speaking Skills: Demonstrate interpersonal communication skills needed in a work environment and/or present ideas individually or collaboratively.	3.1 Define and explain the communication process 3.2 Identify and explain barriers to effective communication 3.3 Practice the behaviours of active listeners by selecting and using appropriate strategies and language cues to construct meaning before, during, and after listening 3.4 Organize ideas coherently 3.5 Role-play effective interpersonal skills in workplace scenarios 3.6 Present ideas orally, individually and/or collaboratively 3.7 Use clear speech, concise language, and correct grammar and sentence structure 3.8 Present materials effectively for audience and purpose 3.9 Produce and use visual aids effectively and appropriately 3.10 Reflect upon and assess strengths and needs of interpersonal communication and presentation skills

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight	Course Outcome Assessed
Cover Letter and Resume	15%	All

| | Listening and Speaking Assignments | 20% | All |
| | Reading and Writing Assignments | 65% | All |

| **Date:** | August 21, 2018 |
| | Please refer to the course outline addendum on the Learning Management System for further information. |