<table>
<thead>
<tr>
<th>Course Code: Title</th>
<th>CMM126: WORKPLACE COMMUNICATION</th>
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<tbody>
<tr>
<td>Program Number: Name</td>
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<tr>
<td>Department:</td>
<td>COMMUNICATIONS</td>
</tr>
<tr>
<td>Semester/Term:</td>
<td>17F</td>
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<td>Course Description:</td>
<td>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.</td>
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<tr>
<td>Total Credits:</td>
<td>3</td>
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<td>Hours/Week:</td>
<td>3</td>
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<td>Total Hours:</td>
<td>45</td>
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<td>Substitutes:</td>
<td>CMM149, CMM210, CMM215, CMM225, CMM230, OAD110, OEL200, OEL770, OEL902, PFP204</td>
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| Essential Employability Skills (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.  
#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. Analyze, 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 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 ones own actions, decisions, and consequences. |
| Course Evaluation:        | Passing Grade: 50%, D                    |
| Evaluation Process and Grading System: | |
Course Outcomes and Learning Objectives:

Course Outcome 1.

Reading Skills: Demonstrate reading comprehension and interpretive use of research articles and various career-related materials.

Learning Objectives 1.

- Research program-related material
- Comprehend post-secondary vocabulary
- Determine writer’s purpose and audience
- Identify stated or implied main ideas
- Distinguish supporting details
- Make logical inferences and draw conclusions
- Determine reliability and usefulness of reading material (distinguish fact from opinion)
- Reflect upon and assess strengths and needs of personal reading skills

Course Outcome 2.

Writing Skills: Plan, develop, and produce clear, concise, and accurate expository paragraphs and work-related documents.

Learning Objectives 2.

- Plan and organize communications according to the purpose and audience
- Employ the writing process to produce written products
- Recognize and use elements and techniques for expository writing (defining, classifying, describing, summarizing, instructing, explaining cause and effect, etc.)
- Incorporate content that is meaningful, relevant, and complete
- Write a well-organized expository paragraph
- Credit the sources of quoted and paraphrased material using a standard referencing style
- Employ the six Cs (conciseness, clarity, cohesiveness, correctness, completeness, and courtesy) in all written submissions
Course Outcome 3.

Listening and Speaking Skills: Demonstrate interpersonal communication skills needed in a work environment and/or present ideas individually or collaboratively.

Learning Objectives 3.

• Define and explain the communication process
• Identify and explain barriers to effective communication
• Practice the behaviours of active listeners by selecting and using appropriate strategies and language cues to construct meaning before, during, and after listening
• Organize ideas coherently
• Role-play effective interpersonal skills in workplace scenarios
• Present ideas orally, individually and/or collaboratively
• Use clear speech, concise language, correct grammar and sentence structure
• Present materials effectively for audience and purpose
• Produce and use visual aids effectively and appropriately
• Reflect upon and assess strengths and needs of personal interpersonal communication and presentation skills

Date: Wednesday, August 30, 2017

Please refer to the course outline addendum on the Learning Management System for further information.