



COURSE OUTLINE: CMM0126 - WORKPLACE COMM

Prepared: L&C Department - Gabi Doleske

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

Course Code: Title	CMM0126: WORKPLACE COMMUNICATION				
Program Number: Name	1120: COMMUNITY INTEGRATN				
Department:	C.I.C.E.				
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.				
Essential Employability Skills (EES) addressed in this course:	<p>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.</p> <p>EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p> <p>EES 4 Apply a systematic approach to solve problems.</p> <p>EES 5 Use a variety of thinking skills to anticipate and solve problems.</p> <p>EES 6 Locate, select, organize, and document information using appropriate technology and information systems.</p> <p>EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.</p> <p>EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.</p> <p>EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.</p> <p>EES 10 Manage the use of time and other resources to complete projects.</p> <p>EES 11 Take responsibility for ones own actions, decisions, and consequences.</p>				
Course Evaluation:	Passing Grade: 50%, D				
Books and Required Resources:	No textbook is required for this course.				
Course Outcomes and Learning Objectives:	<p>Upon successful completion of this course, the CICE student, with the assistance of a Learning Specialist will acquire varying levels of skill development relevant to the following learning outcomes:</p> <table border="1"> <thead> <tr> <th>Course Outcome 1</th> <th>Learning Objectives for Course Outcome 1</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Course Outcome 1	Learning Objectives for Course Outcome 1		
Course Outcome 1	Learning Objectives for Course Outcome 1				



	1. Reading Skills: Demonstrate reading comprehension and interpretive use of research articles and various career-related materials.	1.1 Research program-related material 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
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Cover Letter and Resume	15%	All
Listening and Speaking Assignments	20%	All
Reading and Writing Assignments	65%	All

CICE Modifications:

Preparation and Participation

1. A Learning Specialist will attend class with the student(s) to assist with inclusion in the class and to take notes.
2. Students will receive support in and outside of the classroom (i.e. tutoring, assistance with homework and assignments, preparation for exams, tests and quizzes.)
3. Study notes will be geared to test content and style which will match with modified learning outcomes.
4. Although the Learning Specialist may not attend all classes with the student(s), support will always be available. When the Learning Specialist does attend classes he/she will remain as inconspicuous as possible.

A. Further modifications may be required as needed as the semester progresses based on individual student(s) abilities and must be discussed with and agreed upon by the instructor.

B. Tests may be modified in the following ways:

1. Tests, which require essay answers, may be modified to short answers.
2. Short answer questions may be changed to multiple choice or the question may be simplified so the answer will reflect a basic understanding.
3. Tests, which use fill in the blank format, may be modified to include a few choices for each question, or a list of choices for all questions. This will allow the student to match or use visual clues.
4. Tests in the T/F or multiple choice format may be modified by rewording or clarifying statements into layman's or simplified terms. Multiple choice questions may have a reduced number of choices.

C. Tests will be written in CICE office with assistance from a Learning Specialist.

The Learning Specialist may:

1. Read the test question to the student.
2. Paraphrase the test question without revealing any key words or definitions.
3. Transcribe the student's verbal answer.
4. Test length may be reduced and time allowed to complete test may be increased.

D. Assignments may be modified in the following ways:

1. Assignments may be modified by reducing the amount of information required while maintaining general concepts.
2. Some assignments may be eliminated depending on the number of assignments required in the particular course.

The Learning Specialist may:

1. Use a question/answer format instead of essay/research format
2. Propose a reduction in the number of references required for an assignment
3. Assist with groups to ensure that student comprehends his/her role within the group
4. Require an extension on due dates due to the fact that some students may require additional time to process information



5. Formally summarize articles and assigned readings to isolate main points for the student
6. Use questioning techniques and paraphrasing to assist in student comprehension of an assignment

E. Evaluation:

Is reflective of modified learning outcomes.

NOTE: Due to the possibility of documented medical issues, CICE students may require alternate methods of evaluation to be able to acquire and demonstrate the modified learning outcomes

Date:

August 27, 2018

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

