



COURSE OUTLINE

CMM126

Prepared: L&C Department - Gabi Doleske Approved: Martha Irwin, Chair, Community Services & Interdisciplinary Studies

Course Code: Title	CMM126: WORKPLACE COMMUNICATION					
Program Number: Name	:					
Department:	COMMUNICATIONS					
Semester/Term:	17F					
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					
Substitutes:	CMM149, CMM210, CMM215, CMM225, CMM230, OAD110, OEL200, OEL770, OEL902, PFP204					
Essential Employability Skills (EES):	<p>#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>#2. Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p> <p>#4. Apply a systematic approach to solve problems.</p> <p>#5. Use a variety of thinking skills to anticipate and solve problems.</p> <p>#6. Locate, select, organize, and document information using appropriate technology and information systems.</p> <p>#7. Analyze, evaluate, and apply relevant information from a variety of sources.</p> <p>#8. Show respect for the diverse opinions, values, belief systems, and contributions of others.</p> <p>#9. Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.</p> <p>#10. Manage the use of time and other resources to complete projects.</p> <p>#11. Take responsibility for ones own actions, decisions, and consequences.</p>					
Course Evaluation:	Passing Grade: 50%, D					
Evaluation Process and Grading System:	<table border="1"> <thead> <tr> <th>Evaluation Type</th> <th>Evaluation Weight</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>		Evaluation Type	Evaluation Weight		
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Cover Letter and Resume	15%
Listening and Speaking Assignments	20%
Reading and Writing Assignments	65%

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



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- Evaluate, proofread, and edit documents using appropriate tools
- Identify and use appropriately different types of writing formats (email, memos, letters, summaries, short reports, etc.)
- Enhance document design by using software features
- Recognize various techniques for effective resumes
- Prepare and write an effective cover letter and resume
- Reflect upon and assess strengths and needs of personal writing skills

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.