



## COURSE OUTLINE: SCM202 - COMMUNICATING IN SCM

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Approved: Sherri Smith, Chair, Natural Environment, Business, Design and Culinary

<b>Course Code: Title</b>	SCM202: COMMUNICATING IN SUPPLY CHAIN MANAGEMENT
<b>Program Number: Name</b>	2180: SUPPLY CHAIN MANAGEM
<b>Department:</b>	BUSINESS/ACCOUNTING PROGRAMS
<b>Semesters/Terms:</b>	19S, 19F, 20W
<b>Course Description:</b>	This course focuses on the development and refinement of effective interpersonal communication skills, and includes advanced communication strategies, presentation and research skills, business document writing, meeting and management team strategies, business etiquette, and advanced employment communications including intercultural communication
<b>Total Credits:</b>	3
<b>Hours/Week:</b>	3
<b>Total Hours:</b>	45
<b>Prerequisites:</b>	There are no pre-requisites for this course.
<b>Corequisites:</b>	There are no co-requisites for this course.
<b>Vocational Learning Outcomes (VLO's) addressed in this course:</b>	<b>2180 - SUPPLY CHAIN MANAGEM</b>
<b>Please refer to program web page for a complete listing of program outcomes where applicable.</b>	VLO 11 Use leadership and communication skills to establish and manage strategic relationships with a diversity of stakeholders and support the achievement of business goals.
<b>Essential Employability Skills (EES) addressed in this course:</b>	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 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.
<b>Course Evaluation:</b>	Passing Grade: 50%, D
<b>Other Course Evaluation &amp; Assessment Requirements:</b>	Learning Activities: Lectures, required readings, seminars, case studies, papers, class discussion and problem-solving, podcasts, videos, content expert presentations Assignments: All assignments are due on the applicable date at the beginning of class. Assignments are to be submitted via the Learning Management System (LMS). Late Assignments: Late assignments will not be accepted. There are no make-up (additional) assignments and submission deadlines are adhered to in this course. If you have extenuating circumstances, please advise the Professor. Missed Tests / Exams: There are no make-up (additional) opportunities for exams or missed tests / quizzes. If you have extenuating circumstances, please advise the Professor.



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**Books and Required Resources:**

Business Communication for Success by McLean, S.  
Edition: version 2.0  
2016

**Course Outcomes and Learning Objectives:**

<b>Course Outcome 1</b>	<b>Learning Objectives for Course Outcome 1</b>
Understand the foundations of effective business communications	1.1 Discuss the importance of communication skills 1.2 Examine different types of communications 1.3 Understand and tailor messaging based on purpose 1.4 Discuss essential components of effective communications
<b>Course Outcome 2</b>	<b>Learning Objectives for Course Outcome 2</b>
Examine and develop good written and oral communication skills	2.1 Demonstrate skills in composing and formatting professional written communications 2.2 Apply social and digital media professionally 2.3 Understand critical thinking and the role of planning in communications
<b>Course Outcome 3</b>	<b>Learning Objectives for Course Outcome 3</b>
Understand how individual differences affect communication	3.1 Understand how attitudes, beliefs and values shape communications 3.2 Respect individual styles and differences in communication 3.3 Demonstrate the ability to work and communicate in team environments 3.4 Develop intrapersonal communication skills and understand interpersonal needs
<b>Course Outcome 4</b>	<b>Learning Objectives for Course Outcome 4</b>
Identify and develop effective presentation skills	4.1 Identify techniques for preparing and delivering effective presentations 4.2 Apply effective listening and non-verbal communication techniques in professional situations 4.3 Display proficiency with presentation strategies and tools

**Evaluation Process and Grading System:**

<b>Evaluation Type</b>	<b>Evaluation Weight</b>	<b>Course Outcome Assessed</b>
Assignments	50%	1-4
Group Presentation	20%	1-4
Participation	10%	1-4
Quizzes	20%	1-4

**Date:**

April 26, 2019

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

