

**BOT 56.2 Course Outline as of Fall 2000****CATALOG INFORMATION**

Dept and Nbr: BOT 56.2 Title: WORKPLACE COMMUNICATION  
 Full Title: Workplace Communication for Professional Office Workers  
 Last Reviewed: 2/28/2000

| Units   | Course Hours per Week |                   | Nbr of Weeks |      | Course Hours Total |       |
|---------|-----------------------|-------------------|--------------|------|--------------------|-------|
| Maximum | 4.00                  | Lecture Scheduled | 4.00         | 17.5 | Lecture Scheduled  | 70.00 |
| Minimum | 4.00                  | Lab Scheduled     | 0            | 17.5 | Lab Scheduled      | 0     |
|         |                       | Contact DHR       | 0            |      | Contact DHR        | 0     |
|         |                       | Contact Total     | 4.00         |      | Contact Total      | 70.00 |
|         |                       | Non-contact DHR   | 2.00         |      | Non-contact DHR    | 35.00 |

Total Out of Class Hours: 140.00

Total Student Learning Hours: 245.00

Title 5 Category: AA Degree Applicable

Grading: Grade Only

Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP

Also Listed As:

Formerly:

**Catalog Description:**

Developing effective communication skills including written and oral business messages/documents. Other topic areas incorporated within this course are technology-related messages; i.e., telephone techniques, electronic mail, and other mail and delivery services.

**Prerequisites/Corequisites:**

Course Completion of BGN 71 and Course Completion of BGN 111 ( or BOT 56A) and Course Completion of BGN 110 ( or BOT 56B)

**Recommended Preparation:**

Course Completion or Concurrent Enrollment in CS 60.1A ( or CS 60.11A or BOT 73.12A)

**Limits on Enrollment:****Schedule of Classes Information:**

Description: Developing effective communication skills including written and oral business messages/documents. Other topic areas incorporated within this course are technology-related messages; i.e., telephone techniques, electronic mail, and other mail and delivery services.

(Grade Only)

Prerequisites/Corequisites: Course Completion of BGN 71 and Course Completion of BGN 111

( or BOT 56A) and Course Completion of BGN 110 ( or BOT 56B)

Recommended: Course Completion or Concurrent Enrollment in CS 60.1A ( or CS 60.11A or BOT 73.12A)

Limits on Enrollment:

Transfer Credit: CSU;

Repeatability: Two Repeats if Grade was D, F, NC, or NP

### **ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:**

|                      |                      |                        |                       |
|----------------------|----------------------|------------------------|-----------------------|
| <b>AS Degree:</b>    | <b>Area</b>          | Effective:             | Inactive:             |
| <b>CSU GE:</b>       | <b>Transfer Area</b> | Effective:             | Inactive:             |
| <b>IGETC:</b>        | <b>Transfer Area</b> | Effective:             | Inactive:             |
| <b>CSU Transfer:</b> | Transferable         | Effective: Spring 1991 | Inactive: Spring 2011 |
| <b>UC Transfer:</b>  |                      | Effective:             | Inactive:             |

### **CID:**

### **Certificate/Major Applicable:**

Certificate Applicable Course

### **COURSE CONTENT**

#### **Outcomes and Objectives:**

The students will:

1. Identify how individuals' background and experiences influence their communication skills.
2. List the elements of the communication model
3. Employ active listening techniques.
4. Use effective face-to-face communication (speaking skills)
5. Examine intercultural issues and concerns.
6. Develop effective telephone skills to project a positive image including voice, listening attentively, and technology-related challenges.
7. Identify organizational changes that affect office professionals
8. Use effective time management techniques to determine how they presently use their time, to identify time over which they have control and over which they do not have control, and to schedule all work in order to meet deadlines at the quality level.
9. Apply critical thinking skills to the problem solving and decision-making process.
10. Develop effective meeting skills
11. Identify impact and limitations of working with groups

#### **Topics and Scope:**

1. The Communication Model
2. Effective Speaking Skills
  - A. Attitude

- B. Power talking
- 3. Telephone Techniques
  - A. Projecting a professional image
  - B. Listening actively
  - C. Phone messages
  - D. Voice mail
  - E. Computerized systems
- 4. Written Business Messages
  - A. Use of writing resources
  - B. Brief review of proofreading and editing skills
  - C. Stationery
  - D. Letters
  - E. Memos
  - F. Informal reports
  - G. Formal reports
- 5. Mail and Other Delivery Systems
  - A. U.S. Postal Services
  - B. Courier services
  - C. Fax
  - D. Electronic mail

**Assignment:**

In-class activities throughout the course will include but not be limited to the application of the following workplace competencies and foundation skills:

- \* Gather data by reading information from outside written sources such as newspapers, magazines, trade journals, etc.
  - \* Organize, analyze, and interpret gathered data
  - \* Write various types and lengths of reports on gathered data
  - \* Use essential time management skill of calendaring course activities and assignments to meet deadlines and produce a quality product
  - \* Use active listening and effective oral communication skills
  - \* Develop self-managing skills and teams to complete activities, assignments, and/or projects
  - \* Employ activities designed to reduce stress and fatigue in today's fast-paced working environment
  - \* Examine the interdependence of the global/world marketplace with emphasis on international trade and business
  - \* Use computer technology to complete activities
1. Reading assignments from textbook and outside sources
  2. Write a variety of reports from one-page documents to a research-based formal report
  3. Individual and group activities applying effective listening, speaking, problem solving, and telephone techniques.

**Methods of Evaluation/Basis of Grade:**

**Writing:** Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Written homework, Reading reports, Term papers,  
PROJECTS

Writing  
30 - 60%

**Problem Solving:** Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

PROJECTS

Problem solving  
10 - 50%

**Skill Demonstrations:** All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

CLASS PERFORMANCE

Skill Demonstrations  
10 - 40%

**Exams:** All forms of formal testing, other than skill performance exams.

Multiple choice, True/false, Matching items

Exams  
5 - 20%

**Other:** Includes any assessment tools that do not logically fit into the above categories.

ATTENDANCE AND PARTICIPATION

Other Category  
5 - 15%

**Representative Textbooks and Materials:**

BUSINESS COMMUNICATION, Harcourt, et. al., South-Western Educational Publishing, 1996