



SYLLABUS

CATALOG DESCRIPTION

This course includes grammar, punctuation, and sentence fundamentals followed with writing techniques and strategies for effective oral and written communication in an office environment.

Prerequisites: ENGL 095

Semester Offered: Fall and Spring

Common Student Learning Outcomes

Upon successful completion of San Juan College programs and degrees, the student will demonstrate competency in...

BROAD AND SPECIALIZED LEARNING

Students will actively and independently acquire, apply, and adapt skills and knowledge with an awareness of global contexts.

CRITICAL THINKING

Students will think analytically and creatively to explore ideas, make connections, draw conclusions and solve problems.

CULTURAL AND CIVIC ENGAGEMENT

Students will act purposefully, reflectively, and ethically in diverse and complex environments.

EFFECTIVE COMMUNICATION

Students will exchange ideas and information with clarity in multiple contexts.

INFORMATION LITERACY

Students will be able to recognize when information is needed and have the ability to locate, evaluate, and use it effectively.

INTEGRATING TECHNOLOGIES

Students will demonstrate fluency in the application and use of technologies in multiple contexts.

Student work from this class may be randomly selected and used anonymously for assessment of course, program, and/or institutional learning outcomes. For more information, please refer to the Dean of the appropriate School.

Course Learning Outcomes

Upon successful completion of the course, the student will be able to...

GENERAL LEARNING CONTENT:

1. Learn the communication cycle and communication barriers.
2. Describe and utilize the basic qualities for effective communication.
3. Apply critical thinking to all forms of communication.
4. Apply strategies for professional communication.
5. Research, develop, and deliver oral presentations.

EXPECTED LEARNING OUTCOMES:

1. Discuss the importance of becoming an effective business communicator in today's changing workplace.
2. Relate and implement the three phases of the writing process.
3. Compare direct and indirect patterns for organizing ideas, and decide on components of complete and effective sentences.
4. Apply the third phase of writing process, revision.
5. Discuss the importance of internal communication, and analyze the writing process as it applies to e-mail messages and memorandums.
6. Create letters requesting information; ordering merchandise; making claims; complying with requests; responding to customer orders; granting claims; bad news messages; sales letters; and goodwill messages.
7. Learn the components of a variety of information reports and report formats.
8. Apply the steps in preparing an effective oral presentation and explain the major elements in the introduction, body, and conclusion of an oral presentation and discuss the importance of verbal signposts.