

GRANDE PRAIRIE REGIONAL COLLEGE
OFFICE ADMINISTRATION
COURSE OUTLINE

J. Johnstone
Fall '91

OA 104M - COMMUNICATIONS

- TEXT:** Impact, (Margo Northey, Prentice Hall, 1990)
Canadian Secretary's Handbook, Collier MacMillan 2nd Edition
Handbook for Writers, (Lynn Quitman Trohka,
Simon & Schuster, 1990)
A Good Dictionary (Random House)
- PREREQUISITE:** English 30 or Good English Skills based on DATS SCORE
- COURSE DESCRIPTION:** Examines business communications such as reading, listening, letters, memos, reports and oral presentations. Grammar, spelling and punctuation will be included.
- COURSE OBJECTIVES:** Upon completion of this course, you will be able to:
1. adjust your reading speed and your retention levels depending on the material and your purpose.
 2. improve your ability for active listening.
 3. understand the communication process.
 4. understand the barriers to effective communication.
 5. appreciate the wealth of information communicated non-verbally.
 6. determine the appropriate letter format for a letter/memo-writing situation.

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7. write effective letters and memos.
8. prepare, organize and develop a short report based on original research.
9. make effective oral presentations.
10. use correct grammar and punctuation.

GRADING:

The final grade will be determined based on the following activities:

Exercises	15%
Short reports	20%
Letters/Memos	20%
Oral Presentations	15%
Grammar Test	10%
Final	<u>20%</u>
	100%

All marks will be expressed on the 9-point system.

COURSE POLICY:

1. Attendance is not necessary; however, attendance will be taken at each class.
2. Assignments are due on the dates set by the instructor. Assignments may be handed in early; but only in exceptional circumstances may assignments be handed in late.
3. If you miss an in-class or homework assignment, you receive a zero (0) for that assignment.
4. Plagiarism will not be tolerated.
5. All assignments must be typed.
6. All major assignments must be completed in order to complete this course.

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