

Date: March 2006

- I. Course Name:** Office Communications
Course Prefix and Number: OFT 156
Credit Hours and Contact Hours: 3 credit hours - 4 contact hours
Catalog Description:

This course stresses the development of skills in business letter writing and English grammar and usage. There is also concentration on spelling improvement, speaking skills, listening skills, and interviewing techniques.
Prerequisite: Students must have taken OFT 140 or equivalent, be concurrently taking OFT 140, or have the permission of instructor.

II. Course Outcomes and Objectives

Learning Outcomes:

Upon completion of this course, the student will be expected to be familiar with:

1. writing techniques for various types of business documents
2. the English language
3. verbal and nonverbal communication skills needed in today's work environment

Relationship to Academic programs and curriculum:

This course is required for students matriculated in the A.A.S. Paralegal degree program, the A.A.S. Administrative Assistant degree program, and the Office Technologies Certificate program.

College competencies addressed by the course:

Writing
Oral Communication
Reading
Computer Literacy
Professional Competency
Problem Solving
Ethics / Values
Citizenship
Global Concerns

III. Methods of Instruction

Types of Course materials

TEXT: Essentials of Business Communications, Guffey, 7th Edition, South-Western Educational Publishing
Business English, Guffey, 8th Edition, South-Western Educational Publishing.

Methods of Instruction:

Instruction is accomplished by lectures and class discussions. Analysis of grammar and punctuation is accomplished through examples and homework

assignments. The microcomputer is extensively used as a tool for application problems.

Assessment measures:

Faculty may use a variety of assessment measures including, but not limited to: discussions, Internet research, informal writing, and peer evaluation.

Methods of Evaluation:

Homework, classwork, class participation

Tests

Grammar Quizzes

Business Writing

Interview

IV. General Outline of Topics covered

The following represents the various topics to be covered in the course:

1. sentence analysis
2. parts of speech
3. possessive nouns
4. personal pronouns
5. use of the comma
6. use of semicolons and colons
7. use of dashes, parentheses, and brackets
8. use of quotation marks, ellipses and apostrophes
9. capitalization
10. number usage
11. the communication process
12. the writing process
13. revising and proofreading business messages
14. e-mail and memorandums
15. routine and goodwill messages
16. persuasive messages
17. negative messages
18. speaking skills in person, by telephone, and in meetings
19. resumes and cover letters
20. interview techniques