

GRANDE PRAIRIE REGIONAL COLLEGE
OFFICE ADMINISTRATION
COURSE OUTLINE

OA1040 – BUSINESS COMMUNICATIONS II

TEXT:

Guffey, Mary Ellen, Kathleen Rhodes, and Patricia Rogin
Business communication: Process and Product, Second Canadian
Edition, Nelson Canada, Scarborough, Ontario, 1999.

Sabin, William A., et. al. The Gregg Reference Manual, Fifth
Canadian Edition, McGraw-Hill Ryerson, Toronto, Ontario, 1999.

Random House Webster Dictionary

Daniels, H. Frances, et. al. Programmed Proofreading, Third
Edition, South-Western Publishing, Co. Cincinnati, OH, 1992.

PREREQUISITE: Successful completion of OA1030 or permission of instructor.

COURSE

DESCRIPTION:

Develops editing, proofreading, and writing skills necessary for
effective business communications through the study of the use of
grammar, spelling, punctuation, listening skills, letters, memos,
reports, and oral communication.

COURSE

OBJECTIVES:

Upon completion of this course, the student will be able to:

1. understand basic grammar principles and apply them to various writing situations
3. develop active listening
4. define the communication process
5. define the barriers to effective communication
6. select the appropriate letter format for a letter/memo/report writing situation
7. write effective letters and memos, correctly formatted according to acceptable word-processing practices
8. prepare, organize and develop a short report

9. make effective oral presentations

GRADING:

The final grade will be calculated on the following activities:

Exercises	40%
Tests	60%

STUDENT

REQUIREMENTS: ATTENDANCE IS MANDATORY

Students participating in all learning activities can excel in their studies.

Poor attendance, late arrivals, or early departures decrease the chance of success and disrupt the learning experience for other students.

Assignments and tests are due on the dates set by the instructor. Only with the permission of the instructor may a test be taken late or an assignment turned in late.

Plagiarism will not be tolerated.

All assignments are to be keyboarded.

Keep your work up-to-date. If you are absent, phone your study partner to find out what work you missed.

Study Partner's Name _____
Study Partner's Telephone Number _____

INSTRUCTOR:

Irene Nicolson, Ph. D.
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Telephone: 539-2005 Office, and 532-2575 Residence

Winter, 2001