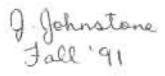
OFFICE ADMINISTRATION COURSE OUTLINE



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:

- adjust your reading speed and your retention levels depending on the material and your purpose.
- improve your ability for active listening.
- understand the communication process.
- 4. understand the barriers to effective communication.
- appreciate the wealth of information communicated nonverbally.
- determine the appropriate letter format for a letter/memowriting situation.

OSM - COMMUNICATIONS

- write effective letters and memos.
- prepare, organize and develop a short report based on original research.
- make effective oral presentations.
- 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	20%
	100%

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

COURSE POLICY:

- Attendance is not necessary; however, attendance will be taken at each class.
- 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.
- If you miss an in-class or homework assignment, you receive a zero (0) for that assignment.
- 4. Plagiarism will not be tolerated.
- All assignments must be typed.
- All major assignments must be completed in order to complete this course.

FALL 1991