



# Grande Prairie Regional College

## Department of Business

COURSE OUTLINE – WINTER 2011

### BA 1020 Business Communications II

3(3-1-0) UT [60 hours]

<b>Instructor</b>	Cibylla Rakestraw	<b>Phone</b>	Office: 539-2873
<b>Office</b>	C205	<b>E-mail</b>	crakestraw@gprc.ab.ca
<b>Office Hours</b>	Mondays from 10:30 – 12:00 Thursdays from 3:00 – 4:30 By appointment at other times or on a drop in basis if I'm free		

#### **Prerequisite(s)/ Co-requisite:**

None

#### **Required Text/Resource Materials:**

Bovee, C., Thill, J., Scribner, J. (2010) Business Communication Essentials: Second Canadian Edition. Toronto: Pearson

#### **Calendar Description:**

Building on concepts covered in BA1010, BA 1020 covers business and employment communication, business letters and memos, resumes, cover letters, interviews, business meetings, formal reports, argumentation and persuasion, and essentials of graphic design

#### **Credit/Contact Hours:**

BA 1020 consists of three hours of instruction and a one hour lab weekly – often used in non-traditional ways for practical considerations such as attending a formal meeting off-campus, conducting interviews for the "job package", or attending the annual department Business Conference.

**Delivery Mode(s):** The class work will include lectures, class discussions, group work, simulations, use of video and audio presentations, previewing and reviewing assignments and student presentations. Plan to participate wholeheartedly in the various activities.

**Objectives:**

- To appreciate the key components of graphic design and to demonstrate basic layout and visual conventions appropriate to a business environment.
- To understand the importance of careful preparation and planning in all forms of employment communications and to demonstrate the use of a professional approach in a job competition.
- To realize the importance of conducting effective meetings and to apply the techniques to allow meetings to achieve objectives.
- To demonstrate the use of persuasive communication techniques in both oral and written formats.
- To understand and apply the techniques for composing specific forms of effective business letters and memoranda to meet the needs of both the sender and the target audience.
- To effectively present an analysis of a situation using a formal report format.
- To develop teamwork skills through working in groups.

**Transferability:**

\*\* Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability.

**Grading Criteria:**

Business letters & memos	20%
Employment interviews and evaluation of same	5%
Business meeting report	15%
Resume & cover letter	15%
Quizzes	15%
Graphic Design Project	15%
Business Conference Assignment	15%

**Business Administration and Commerce Department**  
**Grading Conversion Chart**

<b>Alpha Grade</b>	<b>4-point Equivalent</b>	<b>Percentage Guidelines</b>	<b>Designation</b>
<b>A+</b>	<b>4</b>	<b>95 – 100</b>	<b>EXCELLENT</b>
<b>A</b>	<b>4</b>	<b>90 - 94</b>	
<b>A-</b>	<b>3.7</b>	<b>85 - 89</b>	<b>FIRST CLASS STANDING</b>
<b>B+</b>	<b>3.3</b>	<b>80 - 84</b>	
<b>B</b>	<b>3</b>	<b>76 - 79</b>	<b>GOOD</b>
<b>B-</b>	<b>2.7</b>	<b>72 - 75</b>	
<b>C+</b>	<b>2.3</b>	<b>67 – 71</b>	<b>SATISFACTORY</b>
<b>C</b>	<b>2</b>	<b>64 – 66</b>	
<b>C-</b>	<b>1.7</b>	<b>60 – 63</b>	
<b>D+</b>	<b>1.3</b>	<b>55 – 59</b>	<b>MINIMAL PASS</b>
<b>D</b>	<b>1</b>	<b>50 – 54</b>	
<b>F</b>	<b>0</b>	<b>0 – 49</b>	<b>FAIL</b>

Grades will be assigned on the Letter Grading System.

**Examinations:**

There will be three in-class quizzes periodically during the course.

**Student Responsibilities**

- Understanding that writing is a process, most writing assignments will involve multiple drafts to enable students to generate accurate, concise, well-written material.
- All assignments must be word-processed.
- Assignments are due on the dates set by the instructor. If you feel you have a valid reason for an extension, please request the extension prior to the due date. Unauthorized late assignments will have a 10% per day late penalty applied.

- All assignments must be completed to receive a grade for this course. If you fail to complete an assignment, you will be assigned a grade of Incomplete.
- In addition to the graded course assignments, you will be expected to complete various assignments outside of class. Such assignments will be graded credit/non-credit. To receive a grade in BA1020, all assignments in this category must be completed.
- Regular attendance is critical for success in BA 1020. Attendance will be taken at every class. Attendance includes arriving to class on time and being prepared by having assigned homework and readings complete.
- In the event that you miss a class, it is your responsibility to acquire the material missed and to complete assigned readings, in-class work and assigned homework.
- Should you not hand in an assignment in class when due, the following procedures should be followed:
  1. Advise me that your assignment has not been completed.
  2. After making a copy for yourself, deliver the assignment to the cashier's office and ask her to put it in my mailbox. Do not slide it under my door.
  3. Confirm that I have received the work.
- If you must miss a quiz, please advise me before the quiz is administered. (A message on my voicemail is fine.) You will then be given the opportunity to write the quiz at a later time. An unexcused absence from a quiz will result in a grade of 0.
- Records retention: Class records and quizzes will be maintained for one year after the last day of this course. These records will then be destroyed in a secure manner. Any unclaimed student projects may be kept and shown as examples for future classes if consent is granted.

**Statement on Plagiarism:**

Please refer to pages 49-50 of the College calendar regarding plagiarism, cheating and the resultant penalties. These are serious issues and will be dealt with severely.

**Course Schedule/Tentative Timeline:**

<b><u>Week(s)</u></b>	<b><u>Topic</u></b>	<b><u>Required Reading</u></b>
January 6 - 31	Graphic Design	Handouts provided by instructor
February 1 - 11	General career planning, resumes, cover letters, interviews, portfolios, job shadowing, web pages, new trends	Chapters 13 & 14
February 14 – 18	Business Reports & Proposals	Chapter 10 & 11
February 21 - 25	Reading Week	
February 28 - March 4	Business Reports & Proposals	Chapters 10 & 11
March 7 – 11	Business Meetings	Chapter 2
March 14 – April 12	Principles of Business Writing: Working with memos, email, letters, and instant messaging	Chapters 6, 7, 8, 9
<b>March 16</b>	<b>Business Conference</b>	

Please note: The above schedule may be modified according to the needs of the class.