

Business Communications II

BA 1020 (3-1) 3 Credits

Section D3

JAN 09 2002

Basic Course Information

Instructor

Gwen Hoyseth
E401-16 539-2439 ghoyseth@gprc.ab.ca

Office Hours

M 11:00-12:00
F 10:30-11:30
or by appointment. Making an appointment is usually better.

Transferability

Some universities or colleges may accept this course for transfer credit. Please check with the receiving institution.

Records Retention

Class records, including final exams, 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 term tests or assignments will be destroyed within 30 days of the last class. Selected student projects may be kept and shown as examples for future classes provided that the proper consent form has been signed.

Text

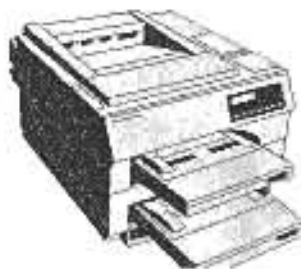
Boone, Louis, et al. *Contemporary Business Communication* (Canadian Ed.2). Scarborough: Prentice Hall, 1999.

This text will be used extensively; you need to have access to one.

Grading Scheme

Attendance	10%
Business Letter #1	5%
Business Letters #2	10%
Job Package	15%
Employment Interview	5%
Meeting Simulation	10%
Graphic Design Project	15%
Graphic Design Test	5%
Formal Report	25%

Presenting a good image through clear communications = success in business



Course Description

Building upon BA 1010, BA 1020 covers specific forms of business and employment communication: business letters and memos, resumes, job application letters, interviews, formal reports, principles of graphic design and meeting

Tips for Succeeding in this Course

1. **Start your projects early.** You can't consistently produce good work if you leave everything until the last minute.
2. **Choose group members who have similar schedules, similar working habits, and similar academic goals.** A team is only as strong as its weakest link.
3. **Use the Writing Centre for help with your written projects.**
4. **Attend all classes;** this is not a distance education course. Ongoing and active class participation is essential for getting the most out of this course. **Make attendance a priority.**

In-Class Activities

A variety of teaching methods will be used. These will include lectures, videos, discussions, guest speakers, student presentations, in class writing exercises, and small group exercises.

Although the Monday class is designated as a lab, this class will be no different than the Tuesday or Thursday class. Lab-type activities may be done on Tuesday and Thursday and lecture-type activities may be done on Mondays.

Tests/Assignment

Please see the Assignment Manual for a detailed description of each component of your grade. Listed below are the ground rules for all tests and assignments.

- X All assignments and tests must be completed to receive a grade for this course. If you fail to complete an assignment or test, you will be assigned a grade of Incomplete.
- Assignments are due at the **start** of the class on the due date. Unauthorized late assignments will be assessed a 10 percent per day late penalty. If you need to hand an assignment in late, please negotiate a new due date with me at least 24 hours before the assignment is due.
- Due to the extensive number of assignments in this course, there will be no final exam.
- In addition to the graded course assignments, you will be expected to complete various reading and writing assignments outside of class time.
- Manage your time. You know up front when the assignments are due, so there is no need to do everything at the last minute. There is nothing wrong with finishing an assignment a few days before it is due.
- X All hand in assignments must be word-processed.
- X Attending the 2002 Business Conference is mandatory for all full time BA students. Full time students unable to attend FOR ANY REASON will

Course Objectives

1. To understand and apply the techniques for composing specific forms of effective business letters and memoranda that meet the needs of both the sender and the target audience.
2. To realize the importance of conducting effective meetings and to apply the techniques that allow meetings to achieve objectives.
3. To understand the importance of careful preparation and planning in all forms of employment communication and to demonstrate the use of a professional approach in a job competition.
4. To demonstrate the use of persuasive communication techniques in both oral and written formats.
5. To effectively present an analysis of a situation using a formal report format.
6. To appreciate the key components of graphic design, and demonstrate effective design of print materials.
7. To develop team work skills through working in groups.

be assigned a short essay in lieu of attendance. Attending the conference will be considered an assignment for the purposes of this course.

Attendance

To get the most out of this course, regular attendance and participation in class activities is required. Accordingly, 10 percent of the course grade will be determined by class attendance. Listed below are the attendance ground rules:

- X Attendance will be taken at every class and lab class which the entire class is required to attend.

- X The attendance grade will be calculated according to the following formula:

$$\text{Attendance Grade} = 1 - \frac{\text{Unexplained Absences}}{0.75 \times \text{Total classes}}$$

EXAMPLE

Joe had 5 unexplained absences out of 52 classes:

$$\text{Attendance Grade} = 1 - \frac{5}{.75 \times 52} = 1 - .128 = .872 = 87.2\%$$

Therefore, Joe would receive .872x 10% = 8.7 out of 10 attendance marks

- X As adult students with other responsibilities, you may encounter situations which prevent you from attending a scheduled class. **If you must miss a class, please inform me, preferably before your absence.** (Call my office, 539-2439, or e-mail me, ghoyseth@gpcr.ab.ca). Upon your return, please show me that you have received a copy of the notes you missed from another student. If both these things are done, you will be eligible for the attendance marks for the class(es) which you missed.

Key Dates

Thurs. Jan. 10	Business Letter #1	Wed. Mar 20 ??	2002 Business Conference
Mon. Jan 21	Business Letters #2	Thurs. Mar 21	Graphic Design Test
Mon. Feb. 4	Job Package (Draft One)	Thurs Mar. 28	Graphic Design Project
Tues. Feb. 19	Job Package (Final Draft)	Tues. Apr. 2	Progress Report #2
Feb. 19 or 21	Interview Simulation	Apr 8 or 9	Business Meeting Simulation
Thurs. Mar. 7	Progress Report #1	Thurs. Apr. 11	Formal Report

CLASS SCHEDULE Winter 2002

Date	Topics	Date	Topics
Jan. 3	- Course Overview - Course Outline/Assignments - Principles of Business Writing (Review) - Letter and Memo Format - Text: p.563-79 and Ch. 7	Feb. 25-Mar. 1	READING WEEK – No Classes
Jan. 7, 8, 10	- Direct Requests - Good News Messages - Bad News Messages - Text: Ch. 8 and 9 - Due: Business Letter #1 (Jan. 10)	Mar. 4, 5, 7	- Graphic Design - Text: Ch. 13 - Due: Progress Rpt. #1 (Mar. 7)
Jan. 14, 15, 17	- Persuasive Messages - Sales Letters - Text: Ch.10	Mar. 11, 12, 14	- Graphic Design
Jan. 21, 22,24	- The Job Package - Text: Ch. 17 - Due: Business Letters #2 (Jan. 21)	Mar. 18, 19, 21	- Graphic Design - Business Conference (Mar. 13??) - Due: Test (Mar 21)
Jan. 28,29 31	- The Job Package	Mar. 25, 26, 28	- Graphic Design - Formal Report - Graphics - Business Meetings - Text: Ch. 16 - Due: Graphic Design Project (Mar 28)
Feb. 4, 5,7	- Employment Interviewing - Text: Ch. 18 - Due: Job Package (Feb. 4)	Apr. 1, 2, 4	- Business Meetings - Due: Progress Rpt 2 (Apr. 2)
Feb.11, 12,14	- Employment Interviewing - Formal Report – Format and Planning - Text: Ch. 5 and 11 (skim), p.359-378	Apr. 8 9, 11	-Due: Meeting (Apr. 8 or 9) -Due: Formal Report (Apr. 11)
Feb 19,21	- NO LAB – Family Day - Due: Interview Simulation (Feb 19 or 21)		

