## UNIVERSITY COLLEGE OF THE FRASER VALLEY
### COURSE INFORMATION

**DISCIPLINE/DEPARTMENT:** Communications  
**IMPLEMENTATION DATE:** FALL 93

Revised: Jan. 1998

<table>
<thead>
<tr>
<th>Subject/Number of Course</th>
<th>Descriptive Title</th>
<th>UCFV Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications 115</td>
<td>Technical Communications for Trades</td>
<td>3</td>
</tr>
</tbody>
</table>

### CALENDAR DESCRIPTION:
Communications 115 is an introduction to the general principles and techniques of effective communications in the work place. The course examines the barriers to effective communications and how these barriers can be reduced. Common written and oral communications on the job (including customer and co-worker relations) are the focus of course assignments. Employment applications (forms, letters of application, and resumes) and interview preparation and skills are a major practical area of the course.

### RATIONALE:

### COURSE PREREQUISITES:
Admission to Trades Program

### COURSE COREQUISITES:
None

### HOURS PER TERM

<table>
<thead>
<tr>
<th>Lecture</th>
<th>Laboratory</th>
<th>Seminar</th>
<th>Field Experience</th>
<th>Student Directed</th>
</tr>
</thead>
<tbody>
<tr>
<td>15 hrs</td>
<td>15 hrs</td>
<td>hrs</td>
<td>hrs</td>
<td>hrs</td>
</tr>
</tbody>
</table>

### MAXIMUM ENROLMENT:

<table>
<thead>
<tr>
<th>Is transfer credit requested?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

### AUTHORIZATION SIGNATURES:

**Course Designer(s):** Ken Fernstrom/Raymond Welch  
**Chairperson:** J.D. Tunstall, Ph.D  
**Curriculum Committee**

**Department Head:** Richard Dubanski  
**Dean:** J.D. Tunstall, Ph.D

**PAC:** Approval in Principle  
**PAC:** Final Approval: January 28, 1998
CMNS 115

NAME & NUMBER OF COURSE

SYNONYMOUS COURSES:

(a) replaces CMNS 371
    (course #)

(b) cannot take ________________ for further credit
    (course #)

TEXTBOOKS, REFERENCES, MATERIALS  (List reading resources elsewhere)

TEXTS:
- Trac Common Core Line E: Process Technical Information
- Trac Common Core Line N: Prepare for Employment.

OBJECTIVES:

IN THIS COURSE, STUDENTS WILL:

! Review the importance of communication skills on the job.
! Learn the elements of the communications process.
! Be able to describe and analyze factors influencing the sending and receiving of messages.
! Be able to identify barriers to effective communications.
! Learn and demonstrate techniques to reduce these barriers.
! Understand the importance of audience analysis.
! Understand the importance of credibility in the communications process and the elements of credibility.
! Learn the requirements of organization and patterns for messages with different purposes.
! Learn the principles of effective organization of messages.
! Understand the different requirements of written and oral communications.
! Develop an effective approach to the writing process including planning and revising.
! Learn the form and purposes of commonly used notes, forms, memos and other brief written messages.
! Learn the form and purposes of business letters.
! Learn the purpose, form and structure of reports.
! Understand the importance of legibility and readability in written documents.
! Learn the techniques of document design and format such as spacing, use of headings, listings.
! Review and practice principles of summarizing and note taking.
! Learn basic techniques of organization and presentation of material orally in speaking face to face, on the telephone, during job interviews, and when giving oral reports.
! Review and practice listening skills for information.
! Learn principles of effective co-worker and colleague relations.
! Learn principles of effective customer relations.
! Learn and practice interviewing skills.
Learn the basic components and functions of a computer.
Understand and employ a variety of editing techniques using a word processing program.

METHODS:
1 1/2 hour lecture discussion followed by 1 hour in class lab/practical, supplemented by 2 hour workshops each week.

STUDENT EVALUATION PROCEDURE:

<table>
<thead>
<tr>
<th>ASSIGNMENTS</th>
<th>UNIT</th>
<th>WEIGHT</th>
<th>GRADE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Attendance &amp; Participation</td>
<td>ALL</td>
<td>50</td>
<td>______</td>
</tr>
<tr>
<td>(including WP Skills Lab)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Note on communications</td>
<td>ONE</td>
<td>5</td>
<td>______</td>
</tr>
<tr>
<td>strengths &amp; weaknesses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Analysis of CMNS situation</td>
<td>ONE</td>
<td>10</td>
<td>______</td>
</tr>
<tr>
<td>4. Note Taking in a Time Log</td>
<td>TWO</td>
<td>10</td>
<td>______</td>
</tr>
<tr>
<td>5. Thank you letter</td>
<td>THREE</td>
<td>10</td>
<td>______</td>
</tr>
<tr>
<td>6. *Instructional memo</td>
<td>THREE</td>
<td>10</td>
<td>______</td>
</tr>
<tr>
<td>7. Request memo</td>
<td>THREE</td>
<td>10</td>
<td>______</td>
</tr>
<tr>
<td>8. *Persuasive letter</td>
<td>THREE</td>
<td>10</td>
<td>______</td>
</tr>
<tr>
<td>9. Accident report</td>
<td>FOUR</td>
<td>10</td>
<td>______</td>
</tr>
<tr>
<td>10. Time management report</td>
<td>FOUR</td>
<td>25</td>
<td>______</td>
</tr>
<tr>
<td>11. *Incident Report: written and</td>
<td>FIVE</td>
<td>25</td>
<td>______</td>
</tr>
<tr>
<td>oral (analysis of customer/</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>co-worker situation)</td>
<td></td>
<td></td>
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<tr>
<td>12. *Letter of Application for</td>
<td>SIX</td>
<td>50</td>
<td>______</td>
</tr>
<tr>
<td>Employment</td>
<td></td>
<td></td>
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<tr>
<td>13. *Resume</td>
<td>SIX</td>
<td>50</td>
<td>______</td>
</tr>
<tr>
<td>14. Simulated job interview</td>
<td>SIX</td>
<td>25</td>
<td>______</td>
</tr>
<tr>
<td>(includes application form)</td>
<td></td>
<td></td>
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</table>

TOTAL 300

NOTES
*Assignments marked with an asterisk must be word processed. Late assignments lose 10% of total mark for each day. **Policy on Plagiarism:**

1st Offense - 0 for assignment, academic warning
2nd offense - expulsion

CMNS 115
NAME & NUMBER OF COURSE

COURSE CONTENT

UNIT ONE: Weeks 1 - 2

- Introduction to the course, objectives, policies, manual, and assignments.
- Common types of written and oral communications.
- The communications process: reasons why communication breaks down, factors affecting source and receiver, channel and message.

READING: Manual section A, B, C

UNIT TWO: Weeks 2 - 3

- The elements of effective communications: awareness and planning, establishing purpose, analyzing the situation and audience.
- Message structure, choosing media, credibility

READING: Manual section D

UNIT THREE: Weeks 3 - 5

- Written communications: the writing process, using direct and indirect approaches, neutral, good news, bad news, and persuasive messages.
- Format and design of routine (short) documents: note, memo, and letter formats
- preparing documents on the computer (WP skills lab)

READING: Manual section E

UNIT FOUR: Weeks 6 - 8

- Brief reports: format and design of incident, accident, time management, and progress reports
- use of visual aids in written communications

READING: Manual Section E, Trac Line E

UNIT FIVE: Weeks 8 - 9

- Oral communications: case studies involving customer and co-worker relations
UNIT SIX:  Weeks 10 -12

- Prepare for employment: the hiring process, five steps to an effective job search, communications in an organization
- Writing to get a job: the resume, application letter, and application form
- The job interview and Interviewing skills: preparing for the interview, effective interviewing techniques, simulated job interviews.

READING: Manual sections F, G, H, and TRAC Line N