**Official Undergraduate Course Outline Information**

Students are advised to keep course outlines in personal files for future use.

Shaded headings are subject to change at the discretion of the department – see course syllabus available from instructor.

<table>
<thead>
<tr>
<th>CMNS 115</th>
<th>Communications</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>COURSE NAME/NUMBER</td>
<td>FACULTY/DEPARTMENT</td>
<td>UFV CREDITS</td>
</tr>
<tr>
<td>Technical Communications for Trades</td>
<td></td>
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<tr>
<td>COURSE DESCRIPTIVE TITLE</td>
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**Calendar Description:**

This course is an introduction to the general principles and techniques of effective communications required in the workplace. Common written and oral communications on the job (including customer and co-worker relations) are the focus of the course including messages, simple reports, definitions, descriptions, instructions, and employment applications (forms, letters of application, and resumes). This course also examines the barriers to effective communications and how these barriers can be reduced.

**Prerequisites:** Admission into a trades program

**Corequisites:**

**Pre or Corequisites:**

**Synonymous Course(s):**

(a) Replaces:  
(b) Cross-listed with:  
(c) Cannot take: CMNS 125 or CMNS 145 for further credit.

**Total Hours Per Term:** 45

**Structure of Hours:**

| Lectures: | 30 Hrs |
| Seminar: | Hrs |
| Laboratory: | 15 Hrs |
| Field experience: | Hrs |
| Student directed learning: | Hrs |
| Other (specify): | Hrs |

**Training Day-Based Instruction:**

Length of course:  
Hours per day:  

**Other:**

Maximum enrolment: 25

Expected frequency of course offerings: (every semester, annually, every other year, etc.)

**Will Transfer Credit be Requested? (Lower-Level Courses Only):**

☑ Yes ☐ No

**Will Transfer Credit be Requested? (Upper-Level Requested by Department):**

☐ Yes ☑ No

**Transfer Credit Exists in BCCAT Transfer Guide:**

☑ Yes ☐ No

**Course Implementation Date:** Fall 1993

**Course Revised Implementation Date:** September 2010

**Course to be Reviewed:** April 2014 (four years after UPAC approval)

**Course designer(s):** Raymond Welch reviewed by Paul Burkhart/Lynn Kirkland Harvey

**Department Head:** Lynn Kirkland Harvey

**Date approved:** March 2010

**Supporting area consultation (Pre-UPAC):**

**Date of meeting:** March 26, 2010

**Curriculum Committee chair:** John Carroll

**Date approved:** April 9, 2010

**Dean/Associate VP:** Jacqueline Nolte

**Date approved:** April 9, 2010

**Undergraduate Program Advisory Committee (UPAC) approval:**

**Date of meeting:** April 23, 2010
LEARNING OUTCOMES:
Upon successful completion of this course, students will be able to:

- Identify the importance of communication skills on the job
- Identify the factors and barriers that influence the communication process in the workplace
- Adapt a message for the purpose and audience
- Apply the writing process, including drafting, revising, editing and proofing
- Use direct and indirect messaging strategies
- Use document design strategies for messages and reports
- Create standard trades-oriented technical documents
- Communicate effectively using email, the internet, and other electronic media
- Communicate effectively orally in face-to-face situations, when giving oral reports, and in interviews
- Demonstrate professional workplace attitudes and behavior

METHODS: (Guest lecturers, presentations, online instruction, field trips, etc.)
Lecture / discussion supplemented by lab/practical and workshop each week.

METHODS OF OBTAINING PRIOR LEARNING ASSESSMENT RECOGNITION (PLAR):
- ☑ Examination(s)
- ☑ Portfolio assessment
- ☐ Interview(s)

☐ Other (specify):
☐ PLAR cannot be awarded for this course for the following reason(s):

TEXTBOOKS, REFERENCES, MATERIALS:
[Textbook selection varies by instructor. An example for this course might be:]
Course pack

SUPPLIES / MATERIALS:

STUDENT EVALUATION: [An example of student evaluation for this course might be:]

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scenario analysis, revising assignments</td>
<td>5%</td>
</tr>
<tr>
<td>Messages (memo, letter, email): direct, indirect, and adjustment</td>
<td>30%</td>
</tr>
<tr>
<td>Simple reports: incident/accident and progress (written and oral)</td>
<td>30%</td>
</tr>
<tr>
<td>Definitions, descriptions, and instructions</td>
<td>10%</td>
</tr>
<tr>
<td>Job application materials</td>
<td>10%</td>
</tr>
<tr>
<td>Participation and professionalism</td>
<td>10%</td>
</tr>
<tr>
<td>Weekly quizzes</td>
<td>5%</td>
</tr>
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</table>

COURSE CONTENT: [Course content varies by instructor. An example of course content might be:]

| Week One | Introduction: Communication in the trades workplace  
Miscommunications and barriers. |
|----------|-----------------------------------|
| Week Two | Communication process  
Technical purpose, audience, tone  
Writing process: drafting, revising, editing, and proofing |
| Week Three | Routine and direct messages (memo, letter, and email) |
| Week Four | Document design strategies; clarity in wording and structure |
| Week Five | Indirect and negative messages (memo, letter, and email) |
| Week Six | Communicating with external audiences / client relations / adjustment letters / more on style, tone, and diction. |
| Week Seven | Technical definitions, descriptions, and instructions  
Being objective and reader-friendly |
| Week Eight | Reports – typical brief to medium length reports in technical environments  
Accident and incident reports |
| Week Nine | Progress reports (oral and written)  
Oral reporting techniques / organization of material |
| Week Ten | Delivery of oral progress reports |
| Week Eleven | Job search materials |
| Week Twelve | In-class editing session on job application portfolio / effective interviewing strategies / panel discussion of employer expectations |
| Week Thirteen | Simulated job interviews |