COURSE NAME/NUMBER: CMNS 115
FACULTY/DEPARTMENT: Communications
UFV CREDITS: 3

COURSE DESCRIPTIVE TITLE: Technical Communications for Trades

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 applications, and resumes). The course also examines the barriers to effective communications and how these barriers can be reduced.

PREREQUISITES:
Admission into a trades program

COREQUISITES:

SYNONYMOUS COURSE(S):
(a) Replaces: ____________________________
(b) Cross-listed with: ____________________________
(c) Cannot take: ____________________________ 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 designer(s): Raymond Welch reviewed by Paul Burkhart/Lynn Kirkland Harvey
Department Head: David Thomson Date approved: April 28, 2011
Supporting area consultation Date of meeting: December 2, 2011
Curriculum Committee chair: Tetsuomi Anzai Date approved: January 20, 2012
Dean/Associate VP: Jacqueline Nolte Date approved: January 20, 2011
Undergraduate Education Committee (UEC) approval Date of meeting: February 3, 2012
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 of texts for this course might be:]
Course pack

SUPPLIES / MATERIALS:
None

STUDENT EVALUATION:
[An example of student evaluation for this course might be:]
Scenario analysis, revising assignments  5%
Messages (memo, letter, email)  30%
  • Direct
  • Indirect
  • Adjustment
Simple Reports  30%
  • Incident/Accident
  • Progress (written and oral)
Definitions, Descriptions, and Instructions  10%
Job Application Materials  10%
Participation and Professionalism  10%
Weekly quizzes  5%
**COURSE CONTENT:**

*Course content varies by instructor. An example of course content might be:*

| Week One       | Introduction. Communication in the trades workplace  
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<th>Miscommunications and barriers.</th>
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| 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                            |