UNIVERSITY OF THE FRASER VALLEY

OFFICIAL UNDERGRADUATE COURSE OUTLINE (page 1)

COURSE IMPLEMENTATION DATE:	Fall 1993
COURSE REVISED IMPLEMENTATION DATE:	September 2012
COURSE TO BE REVIEWED: *(six years after UEC approval)*	April 2016 *(month, year)*

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

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

Technical Communications for Trades

COURSE DESCRIPTIVE TITLE

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:
PRE or COREQUISITES:

SYNONYMOUS COURSE(S):
(a) Replaces:
(b) Cross-listed with:
(c) Cannot take: for further credit.

SERVICE COURSE TO: *(department/program)*

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) • Direct • Indirect • Adjustment	30%
Simple Reports • Incident/Accident • Progress (written and oral)	30%
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 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