

Saddleback College
BUS102 Oral Business Communications
HYBRID MODE
SYLLABUS

Ticket Number: 13670
Semester: SPRING 2012
Dates: **1/11/2012 to 4/4/2012**
Time: 6:00PM - 8:20PM
Location: BGS200

Instructor: Barbara Cox
Office location: BGS210
Office hours: W 11AM – 3:00PM
E-mail: bcox@saddleback.edu

Course Description

Create and deliver business-oriented presentations using presentation software. Includes locating, evaluating, synthesizing, outlining and reporting on business communication situations using computer databases. Includes interpersonal communication, teamwork and leadership skills, interviewing, business etiquette, and the reduction of communication anxiety. Students will improve their listening skills as well as their oral and nonverbal competencies necessary for workplace success.

Objectives

Upon completion of this course, the student will be able to:

1. Assess and practice the elements of communication competence needed for success in the workplace.
2. Describe improved listening techniques and empathy for others.
3. Demonstrate awareness of different communication styles to improve interpersonal skills and better handle obstacles to communication.
4. Practice techniques for managing anxiety in presentation situations and for handling conflict in business relationships and communication situations.
5. Conduct himself/herself using proper business etiquette for dining, introductions, and meetings.
6. Create and deliver presentations using presentation software.
7. Prepare presentations following the laws and ethics pertaining to acceptable use of information and technology.
8. Develop informative and persuasive presentations selecting appropriate business topics and utilizing the latest commercial and computer databases.
9. Gather information using appropriate research methods and a variety of sources.
10. Develop a draft, an outline, and a report with bibliography after accessing the accuracy of the information; cite sources correctly.
11. Demonstrate successful interviewing techniques.
12. Describe the impact of technology on oral business communication by completing various Internet activities and reporting on the findings.

Required Texts

1. *Communicating for Results: A Guide for Business and the Professions, Ninth Edition* by Cheryl Hamilton. Publisher: Cengage.
ISBN-13: 9781439036433
2. *Save our Slides*, Author: Earnest. **ISBN-13: 9780757542251**

Blackboard

We use the Blackboard web site for additional instruction, announcements, homework, some quizzes, and keeping track of assignments. You can use your home computer or one at school or any other computer that has Internet access. One way or another, you *must* have access to a computer with a reliable Internet connection, e-mail, and a newer version of Internet Explorer or Firefox browser.

Instructions for accessing Blackboard are provided on your instructor's faculty page at www.saddleback.edu/faculty/bcox

Weekly Assignments

Each week's assignments will include a textbook reading assignment, online instruction, and online learning assignments. **Assignments are due Noon Tuesday (day before class).**

Textbook reading will consist of one or two chapters per week of the Hamilton textbook *plus* easy readings in *Save Our Slides*.

Classroom learning assignments will be conducted each week. Failure to complete the in-class activity due to absence will result in loss of credit for that assignment since these cannot be made up.

Other assignments will vary: for example, students may be asked to view a short video clip of an interview and then comment on the interview or answer questions about it. Several weeks require entries into the Blackboard Discussion Board forums. Check the Assignment Table in Blackboard for dates.

"Field" Assignments

Students will complete at least two "field" assignments. These are: (1) create and conduct a one-minute interview of at least three people and (2) complete a business research interview.

Classroom presentations may be conducted along the way. One oral persuasive business presentation is required at the end of the semester.

Quizzes and Final Exam

Quizzes will consist of multiple-choice and/or essay questions. Students will complete four quizzes. Quizzes may be online or in the classroom.

The Final Exam

The Oral Persuasive Business Presentation will be the Final Exam.

Grading Weights *Subject to Change*

Component	Points
Quiz (4 x 5 points each)	20
Assignments and Participation	40
Field Assignment: Marketing Interview	10
Field Assignment: Business Research Interview	10
Live Assignment: Persuasive Oral Presentation	20
Total	100

Points	Grade
90 - 100	A
80 - 89	B
70 - 79	C
60 - 69	D
Below 60	F

*****IMPORTANT GRADE INFORMATION*****

The Family Rights and Privacy Act of 1974 restricts the release of certain student information such as grades. Therefore, please do not call for grade information. Your grades will be made available to you as soon as possible through your MySite page.

If you fail to officially drop and do not complete the course, you will receive an "F" on your permanent record. This is a College rule. Your instructor cannot change it.

Disability Accommodations

If you have specific disabilities and require accommodations, please let me know early in the semester, so that your learning needs may be appropriately met. You will need to provide documentation of your disability to the Special Services Office in Student Services Center, Room 113.

Students with disabilities, including non-visible disabilities such as chronic diseases, learning disabilities, head injury and attention deficit disorder, are encouraged to contact the instructor to discuss appropriate accommodations that might be helpful to them.

Students with disabilities who may need academic accommodations should discuss options with their professors during the first two weeks of class.

Any student with a documented disability needing academic adjustments or accommodations is requested to speak with the instructor. All discussions are and will remain confidential.

A summary (subject to change) of the semester's work is provided on the following page.

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Summary Schedule. SUBJECT TO CHANGE

Week	DUE	Reading	Assignments	Tests
2	1/18	Chapter 1, The Communication Process; Chapter 2, Organizational Communication	Discussion Boards 1 and 2: Communication Apprehension; Carnegie Golden Book	
3	1/25	Chapter 3, Improving Interpersonal Relationships	Discussion Board3 : My Cultural IQ	
4	2/1	Chapter 4, Effective Listening	Discussion Board 4: My Listening Reminder. Field Assignment 1: One-Minute Interviews due 2/8.	1 st Quiz
5	2/8	Chapter 5, Nonverbal Communication	Discussion Board 5: Body Language I See DUE: Field Assignment 1: One-Minute Interviews. Conduct the interviews and report experience in Discussion Board.	
6	2/15	Chapter 6, Overcoming Obstacles; Chapter 7, Interview Basics	Discussion Board 6: My Interview Tips. Reminder. Field Assignment 2: Business Research Interview. Due 2/29	
7	2/22	Chapter 8, Employment Interview	How to research potential employers.Wetfoot.com	2 nd Quiz
8	2/29	Chapter 9, Small-Group Communication	Discussion Board 7: Giving Clear Directions DUE: Field Assignment 2: Business Research Interview..	
9	3/7	Chapter 11, Informative Presentations; browse <i>Save Our Slides</i> ; Chapter 10, Participation and Leadership in Teams	Discussion Board 8: Critique informative presentation (video) <i>DUE: Informative Presentation Outline.</i>	
10	3/21	Chapter 12, Researching, Supporting, Delivering; read first 1/2 of <i>Save Our Slides</i>	Discussion Board 9: Motivation Persuasive Presentation Plans DUE	3 rd Quiz
11	3/28	Chapter 13, Visual Aids; Chapter 14, Persuasive Presentations; Finish reading <i>Save Our Slides</i>	Group 1 presentations.	
12	4/4		Group 2 presentations. Submit <i>Persuasive</i> Presentation final outline, references, and final slides due by this date.	4 th Quiz