Saddleback College  
BUS102 Oral Business Communications  
FALL 2013 SYLLABUS

Instructor: Barbara Cox  
Office location: BGS210  
Office hours: Tues 3:00 – 7:00PM  
E-mail: bcox@saddleback.edu

Course Info
Ticket Number: 20730 (12 weeks)  
Dates: 9/16/2013 to 12/21/2013  
Orientation: Friday, 9/20, 6:00 pm-7:30 pm in BGS 232

Ticket Number: 20735 (8 weeks)  
Dates: 10/21/2013 to 12/21/2013  
Orientation: Friday, 10/11, 6:00 pm- 7:30 pm in BGS 232

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

Two texts are required for this course:

1. *Communicating for Results: A Guide for Business and the Professions, 10th Ed.*
   
   Author: Cheryl Hamilton  
   Publisher: Cengage Learning  
   Copyright year: © 2014  
   eText  
   ISBN-10: 128530289  
   Print  
   ISBN-10: 1111842167  
   Buy or rent from our bookstore or search online. Here's a link to the publisher's page:  

   Any edition is okay.

Course Delivery Mode

This section of BUS102 is 100% online, although live orientation is required. See above for orientation date, time, and location.

Blackboard

We use the Blackboard online classroom for 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](http://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 Sunday, 11:59PM.* Textbook reading will consist of one or two chapters per week of the Hamilton textbook plus easy readings in *Save Our Slides.*

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. One Skype activity will be assigned. Check the Assignment Schedule 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.

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

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<thead>
<tr>
<th>Component</th>
<th>Points</th>
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<tbody>
<tr>
<td>Quiz (4 x 5 points each)</td>
<td>20</td>
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<tr>
<td>Forum Assignments</td>
<td>25</td>
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<tr>
<td>Field Assignment: Marketing Interview</td>
<td>10</td>
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<tr>
<td>Field Assignment: Business Research Interview</td>
<td>10</td>
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<tr>
<td>Skype Assignment</td>
<td>10</td>
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<tr>
<td>Online Assignment: Informative Presentation</td>
<td>10</td>
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<tr>
<td>Live Assignment: Persuasive Oral Presentation</td>
<td>15</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
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<tr>
<th>Points</th>
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<td>90 – 100</td>
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<td>80 – 89</td>
<td>B</td>
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<td>70 – 79</td>
<td>C</td>
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<td>60 – 69</td>
<td>D</td>
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<td>Below 60</td>
<td>F</td>
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***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.