

**Saddleback College**  
**BUS 102 Oral Business Communications**  
**Syllabus for Summer 2009**

**Instructor:** Barbara Cox  
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**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.

**Learning Objectives:** Upon completion of the course the student will be able to:

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

Note from the instructor:

Are you afraid of speaking to groups? Are you painfully shy? One of the goals not listed above is that you will overcome some of the fears and some of the shyness. I will work one-on-one with shy students who are interested in putting their fears and shyness behind them! Just let me know.

**Course Materials:**

*Communicating for Results*, 8<sup>th</sup> Edition, by Hamilton. Thomson/Cengage Learning. 2008. ISBN: 13:9780495095842

*Save Our Slides: PowerPoint Design That Works* by William Earnest. Kendall/Hunt Publishing Company, 2007. ISBN: 978-0-7575-4225-1

Optional: *Communicating for Results (Student Workbook)* 8<sup>th</sup> Edition, by Hamilton. Thomson/Cengage Learning, 2005. ISBN: 534606814, and *Easy MS Office Power Point 2003* by Kinkoph, Pearson Education, 2004. ISBN: 0789729644

NOTE: This summer class meets twice a week for six weeks. If you cannot dedicate the amount of time needed for this section, you might wish to consider taking the class in a regular 16-week format.

**Classroom Activities:** In-class assignments (10 assignments, each worth 20 points) include short presentations, writing, group work, video feedback, and assignments as directed by the instructor. All of these assignments are completed during class time. Because these assignments are done within the classroom structure, *this work cannot be made up if a student is absent*. Homework includes textbook reading, group work, and research for various assignments.

**Group Oral Presentation:** Each group will give an oral presentation during the last sessions of class, based on the business communication topic they selected. Each person in a group will present for approximately 5 minutes for a group total of 25 - 30 minutes including questions. Groups will be timed. The use of PowerPoint is required and “professional casual” attire is mandatory. Grading of the presentation will be based on content, organization, use of visual aids, professionalism and use of good communication skills.

**Individual Oral Presentation:**

Students will create and deliver a presentation regarding a potential community service or volunteer project of their choosing. Business casual dress is not required. Each presentation should be 10 – 15 minutes and contain up to 10 slides. Submit any handouts and hardcopy of the presentation to the instructor at the time of the presentation. .

**Examinations:** There will be three quizzes and a comprehensive final exam. Quizzes are multiple choice/true and false. Students are not allowed to make up a missing quiz unless the instructor has granted permission prior to the quiz date.

**Late Assignments:** NO late assignments will be accepted.

**Attendance/Punctuality:** Attendance is **IMPORTANT!** Roll may be taken at the beginning of any class. *In-class assignments are to be completed in class and cannot be made up at a later time.*

**Special Needs:** Every effort will be made to accommodate students with special needs or considerations; however, the instructor must first be made aware of them. Please see your instructor during the first week of class to discuss.

**Academic Honesty:** Any student found using the work of others, claiming the work of others as his/her own, or other unprofessional behavior will receive a failing grade in the class. Terms specified in the Saddleback College Catalog and the Saddleback College Student Handbook apply to this course.

Grading

Attendance and Participation	25
Quizzes (3 @ 100 each)	300
Individual Presentation	75
Group Presentation	100
In-Class Assignments (10 @ 20 pts)	200
Cumulative Final Exam	100
<b>Total Points</b>	<b>800*</b>

**\*Final Grade:**

**A=800-720**

**B=719-640**

**C= 639-560**

**D=559-480**

**F=479-0**