6/8/2023　DATE
☑ REQUIRED COURSE
☐ ELECTIVE COURSE

HUM　DIVISION
☐ NEW COURSE
☑ REVISION

Lake Land College
Course Information Form

COURSE NUMBER:	ENG-098		TITLE: *(30 Characters Max)*		Communications I			

SEM CR HRS:	3	Lecture:		3		Lab:	0			ECH:	3

Course Level:	☐ Gen Ed / IAI ☐ Baccalaureate /Non-IAI	☑ Career/Technical ☐ Dev Ed/ Not in Degree Audit	Clinical Practicum:	0	SOE/ Internship:	0	SOE ECH:	0

COURSE PCS #	12 23.1301	IAI Code		Contact Hours (Minutes Per Week)		

Repeatable (Y/N):		Pass/Fail (Y/N):		Variable Credit (Y/N):		Min:	Max:	16 Wks	150	8 wks	300

Prerequisites:	None

Catalog Description: (40 Word Limit)	Students will learn the principles of communications by listening, speaking, and writing. Emphasis is placed on communication skills related to the demands of the student's career area.

	List the Major Course Segments (Units)	Contact Lecture Hours	Contact Lab Hours	Clinical Practicum	Non-Clinical Internship/ SOE
1	Fundamentals of Writing	5			
2	The Writing Process at Work	15			
3	Work Place Communications	20			
4	Listening Skills	5			
	TOTAL	45	0	0	0

EVALUATION

QUIZZES ☑	EXAMS ☑	ORAL PRES ☑	PAPERS ☑
LAB WORK ☐	PROJECTS ☑	COMP FINAL ☐	OTHER ☐

COURSE MATERIALS

TITLE:	Effective Communication at Work: Speaking and Writing Well i	
AUTHOR:	Vicki McLeod	
PUBLISHER:	Rockridge Press	
VOLUME/EDITION/URL:		
COPYRIGHT DATE:	2020	ISBN 10: 1646115910 ISBN 13: 9781646115914

TITLE:	Hodges Harbrace Handbook	
AUTHOR:	Cheryl Glenn, Loretta Gray	
PUBLISHER:	Wadsworth	
VOLUME/EDITION/URL:	18th	
COPYRIGHT DATE:	2012	ISBN-13: 978-1-111-34670-6, ISBN: 1-111-34670-4

MAJOR COURSE SEGMENT	HOURS	LEARNING OUTCOMES
		The student will be able to:
Fundamentals of Writing	5	1. Identify specific types of surface-level errors. 2. Identify and correct major errors in spelling, grammar, and punctuation. 3. Examine both their own and others' texts for correctness. 4. Demonstrate through a number of quizzes the ability to correctly spell words.

The Writing Process at Work	15	1. Understand the four keys to effective writing: audience, purpose, style, and tone. 2. Explore and practice various roles available to writers, including public citizen, worker, and writing as a student. 3. Analyze and address audience needs in various writing situations. 4. Develop strategies and skills for drafting, revising, and editing writing, both their own and others' to meet the expectations of different readers and formats. 5. Develop an ability to work and write collaboratively, through oral and written activities. 6. Identify characteristics of job-related writing. 7. Draft, revise, and edit writing projects, using a variety of rhetorical strategies and modes. 8. Use word processing programs to write papers. 9. Exhibit basic computer skills, including spacing, centering, page set-up, saving files, cutting and pasting text, spell-checking, tables, and chart creation.
Work Place Communication	20	1. Understand the elements of work place communications, including corporate hierarchies and office and email etiquette. 2. Demonstrate memos, faxes, and email communications. 3. Demonstrate various types of business communications, including order letters, inquiry letters, complaint letters, and customer relations letters. 4. Demonstrate appropriate and effective communication in the multicultural work environment. 5. Create effective resumes, letters of application, and follow-up letters. 6. Interview effectively, including mock interviews. 7. Practice oral communication skills using role playing and mock work place scenarios. 8. Produce at least 16 pages of work place writing, using a variety of formats. 9. Demonstrate an ability to write various business communications.
Listening Skills	5	1. Demonstrate active listening skills in work place situations, including role playing and mock customer-service scenarios. 2. Understand and practice the difference between hearing and listening.
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	45	

COURSE OUTCOMES*	At the successful completion of this course, students will be able to:
Exhibit fundamental writing skills.	
Demonstrate basic computer skills.	
Demonstrate effective workplace communication.	

* Course Outcomes will be used in the Assessment Software for Outcomes Assessment. Limit to 3 - 5.