

NORTHWESTERN CONNECTICUT COMMUNITY COLLEGE

COURSE SYLLABUS

Course Title: Business Communication **Course #:** BBG* 210

Course Description: Development of skills in effective communication for personal, business, and professional use. Includes written communication, nonverbal communication, listening skills, small group communication, oral presentations, resume preparation, and interviewing skills.
Three (3) semester hours.

Prerequisites: ENG* 063 and ENG* 073 or satisfactory scores on placement tests.

Goals: To recognize the need for good communication skills.

To develop effective oral, written, and nonverbal communication skills needed for career success in the 21st Century workplace.

To prepare career search documents and to develop successful interviewing techniques.

Outcomes: By the end of the course the student should be able to:

- produce effective written and oral communications in response to a specified task for a specified audience.
- demonstrate oral, written, and nonverbal communication skills.
- describe the communication process.
- list the barriers to listening and describe effective listening techniques.
- write, proofread, and edit business communications.
- format error-free letters, memos, E-mail messages, and reports in appropriate styles utilizing computer technology.
- develop and use graphic and visual aids in the communication process.
- plan, organize, and write a report.
- prepare and deliver effective oral presentations appropriate for business audiences.
- identify efficient telephone techniques.
- demonstrate effective interpersonal skills.
- recognize types of diversity in the workplace and understand the challenges diversity creates in the communication process.
- demonstrate successful individual and team workplace skills.
- develop an effective resume and application letter.
- identify and apply effective employment interview techniques.
- describe the appropriate standard of business attire for men and women.

College Policies

Plagiarism: Plagiarism and Academic Dishonesty are not tolerated at Northwestern Connecticut Community College. Violators of this policy will be subject to sanction. Please refer to the "Student Handbook" under "Policy on Student Rights," the Section entitled "Student Discipline," or the College catalog for additional information.

Americans with Disabilities Act (ADA): The College will make reasonable accommodations for persons with documented learning, physical, or psychiatric disabilities. Students should notify Roseann Dennerlein, the Counselor for Students with Disabilities. Her office is located at Green Woods Hall, in the Center for Student Development. Her telephone number is 860-738-6307 (V/TTY) and her E-mail address is rdennerlein@nwcc.commnet.edu.

School Cancellations: If snowy or icy driving conditions cause the postponement or cancellation of classes, announcements will be made on local radio and television stations. Students may also call the College directly at **(860) 738-6464** to hear a recorded message concerning any inclement weather closings.

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Updated Fall 2008