Course Name: Communications in the Workforce
Course Number: OST 2335
Central Campus: Broward Community College
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Course Description

This course is designed to help students communicate more effectively. Students will practice analyzing, planning, producing and managing written documents. Special focus includes grammar and all types of business documents to insure appropriate content and structure. Discussion includes intercultural considerations, work groups, nonverbal skills and electronic mail as an integral part of communication on the job.

Course Objectives

Upon successful completion of the course, the student should be able to:

- Describe the elements of, and explain, the importance of communication
- Use correct grammar, punctuation, capitalization, abbreviations, numbers, word usage, and spelling in business communications; incorporate motivational theory in building a positive work climate
- Write business letters and memoranda, using direct, indirect and persuasive styles
- Write an effective business report based on research
- Speak and listen effectively
- Write effective resumes and employment letters and follow basic steps in preparing for, participating in and following up on interviews
- Identify electronic communication concepts used in business

Prerequisites: None  [ENC 1101 / 1102 recommended prior to this course]
This course is presented in lecture format with a strong emphasis on developing practical writing skills for the business environment. Tests are based on material from the textbook as well as class lectures. Your participation is encouraged and you can expect me to call on you at any time.

Students are responsible for reading the assigned chapters prior to class and are expected to get notes and/or guidelines prior to exams. I suggest you exchange contact information with a couple of students with whom you feel comfortable.

**Punctuality and Attendance**
I do not take attendance. Coming to class is your responsibility. Please note that there are eleven in-class assignments that cannot be made up. You must be in class to get credit for doing those assignments which will make up 20% of your grade.

Do your best to be punctual. I understand there may be times when you will have to be late. Please come in quietly when you arrive. If you know that you will be absent, let me know and I will do what I can to help you.

**Evaluation and Grading**
There are three components which make up the overall grade: Exams (60%), In-class Assignments (20%) and Homework Assignments (20%).

**Exams:** Four exams are given. You may drop your lowest grade or skip an exam. The average of three grades will make up 60% of your final grade. There are no make-up exams.

**In-class Assignments:** Nine assignments are scheduled throughout the course. (The dates are available on the syllabus.) The average of eight of those grades will make up 20% of your final grade.

**Homework:** Five assignments are given. Each assignment is worth 4 points, for a total of twenty points, or 20% of your final grade.

- Homework is due on the date indicated on the syllabus.
- No late work will ever be accepted.
- If you forget one assignment, there is an “Extra Credit-Homework” which will allow you to make up that assignment. Check the due date in the syllabus.
- I strongly recommend you take advantage of this opportunity if you are missing an assignment; it could make a difference in your grade.
- Homework is graded as follows: one point for correct format, including typing all assignments; two points for content and meeting assignment objective and one point for presentation and mechanics, including spelling, proofreading and correct grammar.
- Please see the syllabus for specific assignments and due dates.
Example of grading:

1) Test scores: 95, 86, 67 and 75. [The “67” would be dropped]  
Average: 85.3%  

2) In-class grades: 80, 90, 90, 95, 100, 70, 65, 75, 90  
[The “65” would be dropped]  
Average: 86.25  

3) Homework: 4 out of 5 assignments completed for 4 points each  
Total: 16 points  

85% x 60% 51.6 points  
86% x 20% 17.2 points  
16/20 16 points  
Total: 84.8% = B  

100-90 % = A  89.9- 80 % = B  79.9- 70% = C  69.9-60 = D  Below 60 = F  

Academic Honesty: Unless otherwise indicated, students are expected to work independently on assignments, including homework. Suspected copying, plagiarism or any other form of academic dishonesty will not be tolerated. A zero will be given for the particular exam or assignment if cheating is suspected. A second incidence will result in an “F” for the course. Please refer to the student handbook for guidelines.  

Also…  
- Please keep your phones on SILENT or OFF during class. Answering calls during class is not acceptable. Please leave the room immediately if you need to take an emergency call.  
- Please look at the syllabus to check all exam dates and times, including the final.  
- If you feel that withdrawing from class is your only option, the last day to withdraw for this term is June 4, 2004. Please see me if you feel you must withdraw from this course.  
- Students with special needs: any student who has special needs as defined by the Americans with Disabilities Act should notify the instructor so that reasonable accommodations can be made.