CO 118

Communication Skills

3 Credits

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Reviewer: Mike Williams

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Alternate Delivery: Yes

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CO 118 Version: 32

Communication Skills

Calendar Description

This communications course focuses on the development of academic and practical Human Services related writing skills. Students develop critical thinking skills and strategies for integrating their own ideas with those of other authors following APA guidelines for quoting, paraphrasing, and summarizing source material. Students also develop skills in resume and cover letter writing, and in crafting other written documents used in the human services related workplace.

Rationale

This is a required course for students enrolled in all Human Service programs: American Sign Language and Deaf Culture Studies Certificate, Child and Youth Care Diploma, Early Learning and Child Care Certificate, and Educational Assistant Certificate. The focus of this course is the development of academic and workplace related written communication skills.

Prerequisites

None

Co-Requisites

None

Course Learning Outcomes

Upon successful completion of this course, students will be able to

1. demonstrate the proper use of English grammar and punctuation in the construction of a variety of types of written communication.
2. research and write an academic paper that correctly follows APA guidelines for formatting, citing, and referencing.
3. prepare a professional cover letter and resume following recommended templates utilized in the field of Human Services.
4. proofread and edit written communication.

5. create other written communication relevant to academic environments and the Human Services workplace.

Resource Materials

***Required Text*:**
Gurak, L. J., & Lannon, J. M. (2019). *Strategies for technical communication in the workplace* (4th ed.). Pearson.

Reference Text:
American Psychological Association. (2020). *Publication manual of the American Psychological Association: The official guide to APA style* (7th ed.).

http://ezproxy.avc.talonline.ca/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=cat00496a&AN=neos.8783182&site=eds-live

Conduct of Course

This course is delivered to all Human Service students in either a face-to-face or online format. Online students can access the course materials using Desire2Learn (D2L). This course aims to bring content to life via class lectures and discussion, D2L and textbook readings, videos, practice exercises, group work, and application assignments.

This is a 3-credit course, which translates into 4 hours per week in the face-to-face and/or D2L classroom. In addition, students should plan to spend a **minimum** of 4 hours per week preparing for class and completing course assignments. Students are expected to be active learners in and out of the classroom, contributing original thoughts and questions to class dialogue, preparing appropriately for each session, and completing all assignments in a timely manner. Students are also expected to reach out to instructors if they have difficulty understanding any of the course content or the parameters of an assignment.

Students should refer to the Tentative Timeline or Course Schedule provided by their section instructor for a breakdown of course components and assignment due dates.

Additional information for each section of this course is found in the Content Browser: Introduction, and News Item areas of D2L.

Evaluation Procedures

Topics Exploration Assignments	25%
Academic Research Paper Assignment	25%
Newsletter or PowerPoint Assignment	25%
Resume and Cover Letter Assignment	25%
Total	100 %

Adherence to Lakeland College policies and procedures related to academic integrity is expected in the completion of all coursework throughout the achievement of your Human Services credential. This includes adherence to policies pertaining to plagiarism. For additional information, please see Lakeland College Procedure 5.12 - found on pages 4-5 of the Student Policies & Procedures edocument - located at https://lakelandcollege.ca/campus-life/rules-regulations-forms/policies-procedures/

Grade Equivalents and Course Pass Requirements

A minimum grade of D (50%) (1.00) is required to pass this course.

Letter	F	D	D+	C-	C	C+	B-	B	B+	A-	A	A+
Percent Range	0-49	50-52	53-56	57-59	60-64	65-69	70-74	75-79	80-84	85-89	90-94	95-100
Points	0.00	1.00	1.30	1.70	2.00	2.30	2.70	3.00	3.30	3.70	4.00	4.0

Students must maintain a cumulative average grade of C (GPA - Grade Point Average of 2.00) in order to qualify to graduate.

Attendance

Regular attendance and participation is vital to the learning process and essential for the successful completion of any course. Periods of absence from the online or face-to-face classroom, for any reason, does not relieve a student of the responsibility of completing course work and assignments in a timely manner.

In cases of periods of absence due to illness, the student may be requested to submit a medical certificate.

Instructors have the authority to require presence and participation in online and face-to-face classes.

Face-to-Face Delivery

Students are expected to arrive at class on time and come prepared with the required documents and texts. Students are further expected to participate in discussions and group work as required, and meet assignment deadlines as indicated in the instructor provided course timeline/schedule.

Online Delivery

Attendance in the online classroom is demonstrated by completing all readings and activities, participating in discussion board dialogues with peers and the course instructor, group work, and

meeting deadlines for assignments/course work as indicated in the instructor provided course timeline/schedule.

Course Units/Topics

1. Introduction to the basics of writing
    a) Grammar and punctuation
    b) Proofreading and editing
    c) Grammarly
2. The essentials of academic writing
    a) Parts of an academic paper
    b) Choosing a topic
    c) Thesis statements
    d) Identifying sources of information
    e) Formulating your perspective
    f) Documenting sources
    g) Putting it all together
3. The essentials of resume writing
    a) Parts of a resume
    b) Identifying a job opportunity
    c) Capturing your educational history
    d) Capturing your relevant work history
    e) Putting it all together
4. The essentials of cover letter writing
    a) Parts of a cover letter
    b) Identifying personal qualities and characteristics
    c) Tying cover letters to a specific job
    d) Putting it all together
5. The essentials of newsletter writing
    a) Parts of an organizational newsletter
    b) Writing strategies for effective newsletters
    c) Creating visual elements for newsletters
    d) Crafting a newsletter for Human Service related organizations

6. The essentials of creating a presentation
    a) Parts of a PowerPoint presentation
    b) Technical aspects of PowerPoint presentations
    c) Writing strategies for effective PowerPoint presentations
    d) Creating visual elements for PowerPoint presentations
    e) Crafting a presentation for Human Service related topics
7. The essentials of email writing
    a) Elements of a professional email
    b) Writing strategies for professional email
    c) Crafting a professional email

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