

Appendix D
College of Micronesia -FSM

COURSE MODIFICATION REQUEST

EN/BU 121 - Business Communication
Course Number and Title

English
Department

New Course Number and Title

Department

New Course Objectives:

New Course Description: EN/BU 121 Business Communication 3 credits Prerequisite:
BU 101, CA 100

This course focuses on intercultural writing and speaking skills appropriate for business.
Business writing and oral skills are emphasized.

Justification for Revising the Course: Catalog

Jonathan Gourlay

Division Chairperson

Joe Habuchmai

Chairperson, Curriculum Committee

Susan Moses

President, COM-FSM



6/24/99
Date

7/6/99

7/7/99

Date

I. COURSE DESCRIPTION

This course will focus on intercultural writing and speaking skills appropriate in business. Instruction will cover letters, memos, reports, resumes, customer relations, interviews, telephone and answering machine use, oral presentations, and nonverbal communication.

II. COURSE OBJECTIVE

General:

Students will learn the communication skills that are used in a modern office and business setting. These skills will focus on communicating within the office with other personnel, communicating with customers; being interviewed and conducting an interview, using the telephone, and giving short, persuasive presentations.

Specific:

The student will become aware of the elements and style of routine business correspondence, including letters of application, resumes memos involving both simple and complex situations, and reports of various kinds. The computer lab will be utilized for professional final drafts of writing projects.

The student will also have opportunities for strengthening oral skills through oral presentations, using the telephone and answering machine, and practicing interviews from both sides. Discussions of general customer relations and nonverbal communication will expand the student's awareness of these elements of business communication.

III. TEXTBOOKS

Business Communication, 2nd ed., Andrews, Deborah C. & Andrews.
Williams D. MacMillan, New York, 1992.

Business Communication Study Guide, 2nd ed., Andrews & Andrews
MacMillan, New York, 1992.

IV. REFERENCES AND SOURCE MATERIALS

Communicating at Work, 2nd ed., Adler, Ronald B. Random House, New York, 1986,

Successful Writing at Work, 2nd ed., Kolin, Phillip CD.C. Heath, Lexington, Massachusetts, 1986.

Technical Writing, a Practical Approach, 2nd ed.. Pfciffcr, William S. MacMillan, New York, 1994,

Technical Communication, the Practical Craft, 2nd ed., Roze, Maris : MacMillan, New York, 1994.

Various magazines articles and videos, as applicable

Selected authentic business correspondence

V. INSTRUCTIONAL COSTS

\$1.00 Computer disk fee

VI. METHODS OF INSTRUCTION:

- feedback on written and oral assignments
- small group interaction
- lectures
- computer lab

VII. EVALUATION

Written assignments	68%
Chapter quizzes/outlines	12%
Oral assignments	20%

Grades will be A,B,C,D, and F, according to COM-FSM policy CLASS ATTENDANCE

IX. CLASS ATTENDANCE

Attendance is required in accordance with COM-FSM policy CREDIT EXAMINATION

X. CREDIT EXAMINATION

Not applicable