Appendix DCollege of Micronesia -FSM

COURSE MODIFICATION REQUEST

EN/BU 121 - Business Communication	<u>English</u>
Course Number and Title	Department
New Course Number and Title	 Department
New Course Objectives:	
New Course Description: EN/BU 121 Business Communi BU 101, CA 100 This course focuses on intercultural writing and speaking skil	
Business writing and oral skills are emphasized.	
Jonathan Gourlay Division Chairperson	6/24/41 Date
Joe Habuchmai	7/1/90
Chairperson, Curriculum Committee	(/ \(\frac{\pi}{2}\)]
Susan Moses	<u>7/7/99</u>
President, COM-FSM	Date

COLLEGE OF MICRONESIA - FSM P.O. BOX 159 KOLONIA, POHNPEI STATE, FSM 96941

BUSINESS COMMUNICATION EN/CO 121 (rev. 10/14194

Course Title

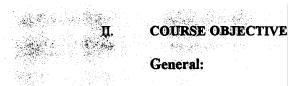
Course Outline Cover Page

Department and Number

appropriate in business. Inst	ruction will cover letter	ercultural writing and speaking sl rs, memos, reports, resumes, cust hine use, oral presentations, and	tomer
Course prepared by: Englis	h Department	State: Pohnpei	
Hours Per Week Lecture 3		Iours Semester Credits = 16/48 = 3	
Laboratory x	= _	=	
Workshop x	= _	=	
	Total Semester	r Credits = 3	
Purpose of Course:	Degree Requirement		
	Degree Elective		
	Remedial		
	Others		
Prerequisite Courses: EN 087, EN 089 EN 099, BU 101, CA I01			
			
Signature, Chairman Curricu	ulum Committee	Date approved by Comm	ittee
Signature, President, COM-	FSM	Date approved by President	 dent

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.

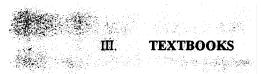


Students will learn the communication skills that are used in a modern office and business setting. These skills will focus on communicating within the office with other personnel, communicating with customers; being interviewed and conducting an interview, using the telephone, and giving short, persuasive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



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.



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

<u>Business Communication Study Guide</u>, 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,

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

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

<u>Technical Communication, the Practical Craft,</u> 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