



Course Name: Workplace Communication

Module CO-13: Computerized Administration

Course Description:

A continuation of Business English, this module teaches students how to write and edit business correspondence including common business idioms, numeracy language, and vocabulary to help them succeed in the workplace. The course also covers inter-cultural communication in a multi-cultural workplace, using listening and speaking skills to be understood and show understanding, and negotiating in the workplace.

Course Length: 21 hours

Text Book:

Materials developed by the instructor

Communicating In Business English by Sweeney, Cambridge University Press

Method of Evaluation

- Participation 20%
- Assignments 40%
- Exam 40%

Course Objectives: Knowledge

The graduate will have a working Knowledge of communication strategies, both verbal and written.

1. Understand multi-cultural workplace issues
2. Know how to work with people from different cultural backgrounds and religions
3. Know how to interact with a supervisor in the Canadian workplace
4. Understand communication strategies and when and how to use them

Course Objectives: Skills

The graduate will have communication and workplace administrative skills

1. Able to communicate effectively in the workplace.
2. Able to make small talk in an office environment.
3. Able to follow instructions
4. Able to negotiate for holidays, time needed for family issues, wages, equipment needed to perform job adequately, and recognition

Curriculum Outline

Week 1	Review of Strategies presented during Business English Small Talk Assignment: Role-play developing a new relationship and report back
Week 2	Customer Service Assignment: Customer Service role-plays and reports
Week 3	Handling Customer Complaints Assignment: Customer Service role-plays on handling complaints and reports
Week 4	Workplace Meeting Assignment: Conducting a meeting
Week 5	Exam

Instructor Information:

Name: _____

Phone: _____

E-Mail: _____