

NORTHWESTERN CONNECTICUT COMMUNITY COLLEGE**COURSE SYLLABUS**

Course Title: Business Communication **Course #:** BBG* 210

Course Description: Good communication skills are critical to effective job placement, performance, career advancement, and organizational success. This course focuses on the development of skills in effective communication for personal, business, and professional use. It includes oral and written communication, nonverbal communication, listening skills, team development, business presentations, job search skills, resume and cover letter preparation, and interviewing techniques.
Three (3) semester hours.

Prerequisite: ENG* 101 or ENG* 101W with a "C" or better.

Goals:

To recognize the need for good communication skills.

To develop effective oral, written, and nonverbal communication skills needed for career success in the 21st Century workplace.

To prepare career search documents and to develop successful interviewing techniques.

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

- produce effective written and oral communications in response to a specified task for a specified audience.
- demonstrate oral, written, and nonverbal communication skills.
- describe the communication process.
- list the barriers to listening and describe effective listening techniques.
- write, proofread, and edit business communications.
- utilize a reference manual to for assistance with style, grammar, usage, and formatting.
- format error-free letters, memos, E-mail messages, and reports in appropriate styles utilizing computer technology.
- plan, organize, and produce a written report using credible resources on a topic related to business communication.
- create and use visual aids in the communication process.
- prepare and deliver effective oral presentations appropriate for business audiences utilizing multimedia presentation technology.
- list techniques for improving telephone skills.
- discuss business etiquette for today's digital workplace.
- demonstrate effective interpersonal skills and professional behavior.
- recognize types of diversity in the workplace and understand the challenges diversity creates in the communication process.
- demonstrate successful individual and team workplace skills.
- develop an effective resume and application letter.

- identify and apply effective employment interview techniques.
- describe acceptable workplace business attire.

College Policies

Plagiarism: Plagiarism and Academic Dishonesty are not tolerated at Northwestern Connecticut Community College. Violators of this policy will be subject to sanctions ranging from failure of the assignment (receiving a zero), failing the course, being removed/expelled from the program and/or the College. Please refer to your “Student Handbook” under “Policy on Student Rights,” the Section entitled “Student Discipline,” or the College catalog for additional information.

Americans with Disabilities Act (ADA): The College will make reasonable accommodations for persons with documented learning, physical, or psychiatric disabilities. Students should notify Dr. Christine Woodcock, the Counselor for Students with Disabilities. She is located at Green Woods Hall, in the Center for Student Development. Her phone number is 860-738-6318 and her email is cwoodcock@nwcc.edu.

School Cancellations: If snowy or icy driving conditions cause the postponement or cancellation of classes, announcements will be made on local radio and television stations and posted on the College’s website at www.nwcc.edu. Students may also call the College directly at **(860) 738-6464** to hear a recorded message concerning any inclement weather closings. Students are urged to exercise their own judgment if road conditions in their localities are hazardous.

Use of Electronic Devices: Some course content as presented in Blackboard Learn is not fully supported on mobile devices at this time. While mobile devices provide convenient access to check in and read information about your courses, they should not be used to perform work such as taking tests, quizzes, completing assignments, or submitting substantive discussion posts.

Sexual Assault and Intimate Partner Violence Resource Team: NCCC is committed to creating a community that is safe and supportive of people of all gender and sexual identities. This pertains to the entire campus community, whether on ground or virtual, students, faculty, or staff.

Sexual assault and intimate partner violence is an affront to our national conscience, and one we cannot ignore. It is our hope that no one within our campus community will become a victim of these crimes. However, if it occurs, NCCC has created the SART Team - Sexual Assault and Intimate Partner Violence Resource Team - to meet the victim’s needs.

SART is a campus and community based team that is fully trained to provide trauma-informed compassionate service and referrals for comprehensive care. The team works in partnership with The Susan B. Anthony Project to extend services 24 hours a day, 7 days a week throughout the year.

The NCCC team members are:

Ruth Gonzalez, Ph.D.	860-738-6315	Greenwoods Hall Room 207
Susan Berg	860-738-6342	Greenwoods Hall Room 223
Kathleen Chapman	860-738-6344	Greenwoods Hall Room 110
Michael Emanuel	860-738-6389	Founders Hall Annex Room 308
Seth Kershner	860-738-6481	Library
Jane O’Grady	860-738-6393	Founders Hall Annex Room 212
Robin Orloski	860-738-6416	Business Office Room 201
Patricia Bouffard, Ex-Officio	860-738-6319	Founders Hall Room 103
Savannah Schmitt		Student Representative

At NCCC we care about our students, staff, and faculty and their well-being. It is our intention to facilitate the resources needed to help achieve both physical and emotional health.

VR/Updated Fall 2016