

Departmental Course Syllabus

Business Department * Academic Instruction Center Suite 325 **Revision:** Spring 2009
San Antonio College * 1300 San Pedro Avenue * San Antonio, TX 78212-4299

Course Number and Title: BMGT 1345 – Communication Skills for Managers

Credit Hours: 3

Instructor: Varies

Office: Varies

Phone Number: (210) 486-1414 **Fax:** (210) 486-1503

E-mail: Varies

Web Address: <http://www.accd.edu/sac/business>

Office Hours: To be posted by the individual instructor.

I. Catalog Description:

This course is a comprehensive study of advanced communication skills for managers in business and industry, including advanced techniques in reading, writing, listening, and speaking. Emphasis on clear, concise written and spoken communication in terms of business letters, memos, and reports, as well as oral presentations; techniques and salient details of technical materials, including journals and reports, and other work-related materials.

II. Pre-requisites, co-requisites and other requirements:

NONE

III. Text and/or Other Requirements:

Business Communication 9th Ed. Court Bovee, John V. Thill / Prentice Hall

IV. Method of Instruction:

Lecture, Videos, Group Discussion

V. Course Content:

This course emphasizes the process of communication and how information can be effectively presented whether it be through oral or written communication.

VI. Learning Outcomes:

Learning Outcome 1: The student will be able to describe techniques which produce efficiency in reading, writing, speaking, and listening.

Performance Objectives/Methods of Measurement for this outcome:

The student will be able to:

1. Discuss on a written examination principles to select words for effective messages.
2. Discuss on a written examination principles for developing clear sentences.

Learning Outcome 2: The student will be able to proofread and rewrite, as

necessary, business letters, memos, reports, and the content of speeches.

Performance Objectives/Methods of Measurement for this outcome:

The student will be able to:

1. Understand the importance of drafting, editing, grammar use, and punctuation by proofreading and rewriting homework assignments and exercises as well as revising the content of speeches.

Learning Outcome 3: The student will be able to demonstrate techniques for time management, prioritizing reading materials and comprehending main ideas and supporting details of technical materials.

Performance Objectives/Methods for this outcome:

The student will be able to:

1. Demonstrate through homework assignments how to prioritize daily work activities, comprehend main ideas and supporting materials as to continue the objectives of the course.

Learning Outcome 4: The student will be able to demonstrate clear, concise written and spoken communication when producing business letters, memos, reports, and brief speeches.

Performance Objectives/Methods of Measurement for this outcome:

The student will be able to:

1. Demonstrate competency in the preparation and delivery of clear, concise, complete, and correct written and oral communications by composing letters, memos and reports on examinations and on homework assignments and by giving speeches.
2. Compose a message using a style and tone that are appropriate to your subject, purpose, audience, and format by demonstrating this on a written examination, on homework assignments and in giving speeches.
3. Balance simple, compound, and complex sentences to clarify the relationship among ideas and to make your writing and speeches interesting. This will be demonstrated on a written examination, on homework assignments, and in speeches.

SCANS

The following SCANS will be taught in this course:

- Interprets and communicates information (C7)
- Uses computers to process information (C8)

Foundation Skills include:

- Reading (F1)
- Writing (F2)

- Arithmetic (F3)
- Listening (F5)
- Creative Thinking (F7)
- Seeing things in the mind's eye (F10)
- Knowing how to learn (F11)
- Self-esteem (F14)
- Sociability (F15)
- Self-management (F16)
- Integrity/Honesty (F17)

VII: Course requirements and grade computation:

A. College Requirements:

1. A written comprehensive final examination, not to exceed three hours in length, shall be given at the end of each semester for each course at the regularly scheduled time. Any exceptions to these requirements must be approved by the appropriate dean. Other examinations are given at the discretion of the instructor.

A student who must be absent from a final examination should petition that instructor for permission to post pone the examination. A student absent without permission from a final examination is graded "F". Postponed examination result in a grade of "I". The final exam must be taken within 120 calendar days from the end of the semester or the grade automatically becomes an "F". (San Antonio College Bulletin, Faculty Handbook – January 1995)

B. Departmental Requirement:

Workload: Students are responsible for reading and studying each chapter PRIOR TO class lecture and discussion of the chapter. **THIS IS VERY CRITICAL.** Your success in this class is dependent upon your continued commitment to maintaining a daily study time outside the classroom. You must stay current.

C. Instructor Requirements: Varies

Grading Scale:

A	=	90	-	100
B	=	80	-	89
C	=	70	-	79
D	=	60	-	69
F	=	Below 60		

VIII: College Policies:

- A. San Antonio College does not discriminate on the basis of race, religion, color, national origin, sex, age, or disability with respect to access, employment programs or services.
- B. “Students are urged not to bring children to either a class or a lab. Minors under the age of twelve (12) must not be left unattended on campus.”
College Academic Council – April, 1998
- C. ADA Statement: “As per Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, if accommodation is needed contact the Office of DisABILITY Support Services, CAC 124C, Phone: (210) 733-2347”
- D. A Rapid Response Team exists for the purpose of responding to emergencies. If you have a disability that will require assistance in the event of a building evacuation, notify Disability Support Services, Chance Academic Center 124C, Phone: (210) 733-2347.
- E. Academic Dishonesty: Students may be subject to disciplinary proceedings resulting in an academic penalty or disciplinary penalty for academic dishonesty. Academic Dishonesty includes, but is not limited to cheating on a text, plagiarism and collusion. For additional information refer to the “Student Code of Conduct”: in the San Antonio College Bulletin.
- F. Students are required to silence all electronic devices (e.g., pagers, cellular phones, etc.) when in classrooms, laboratories and the library. College Academic Council, 01/2000.

- G. San Antonio College Attendance Policy: Regular and punctual attendance is required. A student absent for any reason is responsible for all work missed. Absences are recorded from the first day of class. A student absent the equivalent of two weeks of instruction, may be dropped by the instructor with a grade of "W." Both tardiness and early departure from class are forms of absenteeism. The instructor establishes the policy with regard for each.
- H. San Antonio College is a smoke free campus.
- I. ACCD DPS Emergency Phone Numbers:
ACCD DPS Emergency Phone (210) 222-0911
ACCD DPS General Phone (210) 208-8099
ACCD DPS Weather Phone (210) 208-8189 - (For information on college closures)
- J. Students must also abide by the policies, procedures, and rules set forth in the "Student Code of Conduct" and all other policies set forth in the San Antonio College Bulletin.
www.accd.edu/sac/sacmain/schedule/SAC_Bulletin_05-06.pdf

IX. Miscellaneous Information

1. Retention Period For Student Work, Exams, etc:

Student papers and exams will be retained for one semester after the completion of the course.

2. Business Department

For degree plans, general syllabi outlines, and other information on your current course and faculty, please visit the Business Department website at: <http://www.accd.edu/sac/business> or contact us at (210) 733-2700.

3. Business Computer Lab

The Business Computer Lab is a student lab that is open to any Business Department student majoring in any of the departments programs and/or taking any department course. For more information, please contact the BCL at (210) 785-6058 or visit us on the web at <http://www.accd.edu/sac/business/lab>.

