

COURSE NUMBER: CM2800

COURSE TITLE: Oral / Written Communication Skills

COURSE DESCRIPTION:

This course will provide learners with instruction in the areas of writing technical reports and the delivery of oral presentations. Emphasis will be placed on the processes involved in effective writing and effective presentations as they pertain to specific technologies. Learners will learn relevant skills for researching, organizing, writing and presenting technical information.

PREREQUISITES: CM1401 – Technical Report Writing II

CO-REQUISITES: None

CREDIT VALUE: Three (3)

COURSE HOURS PER WEEK: Three (3)

LAB HOURS PER WEEK: Zero (0)
One (1) Qatar only

SUGGESTED TEXT: To be determined by instructor

LEARNING RESOURCES:

Lannon, J. M., & Klepp, D. (2012). *Technical communication with mycanadian techcommmlab, Canadian edition* (5th ed.). Toronto: Pearson Education Canada. ISBN-13: 978321735225

Pringle, M., & Gonzales, J. (2010). *The APA style of documentation (a pocket guide)*. Prentice Hall. ISBN 13: 9780136049708

Clark, L.R., Tinervia, J., & Zimmer, K. (1988). *Business English and communication* (7th ed.). Glencoe/McGraw-Hill. ISBN: 0070614326; ISBN-13: 9780070614321

Stewart, M. (1984). *Student projects and activities for business English and communication* (6th ed.). Glencoe/McGraw-Hill. ISBN: 0070614229; ISBN-13: 9780070614222

MAJOR TOPICS:

Section A – Oral Communications

- 1.0 Introduction to Oral Presentations
- 2.0 Electronic Presentations

Section B – Report Writing

- 3.0 Introduction to Formal Reports
- 4.0 Review of Report Writing Principles
- 5.0 Research and Documentation for Formal Reports
- 6.0 Graphic Aids for Formal Reports
- 7.0 Preparation of the Final Draft

LEARNING OBJECTIVES:

Following successful completion of this course, the learner will be able to:

Section A – Oral Communications

1.0 Introduction to Oral Presentations

- 1.1 Discuss principles and techniques of oral communications and speaking context
- 1.2 Discuss appropriate uses of the four main types of speech delivery: impromptu, manuscript, memorized, extemporaneous
- 1.3 Explain the major elements of the introduction, body, and conclusion of an oral presentation
- 1.4 Discuss appropriate uses and importance of various visual aids
- 1.5 Discuss vocal and visual presence in oral presentations
- 1.6 Differentiate between methods of delivery for demonstrative and training presentations

2.0 Electronic Presentations

- 2.1 List tips for designing and presenting, using electronic software
- 2.2 Choose appropriate slide layout formats
- 2.3 Add and format text (e.g., choose appropriate design template, color scheme, font, background)
- 2.4 Make speaker's notes
- 2.5 Insert at least two multimedia elements
- 2.6 Include appropriate techniques for slide transitions, animations, sounds, and timings
- 2.7 Use on-screen navigation tools and pointers
- 2.8 Demonstrate a procedure using appropriate support materials

Section B - Report Writing

3.0 Introduction to Formal Reports

- 3.1 Examine the fundamentals of formal reports
 - 3.1.1 Identify the characteristics of industry reports
 - 3.1.2 Identify common types of reports and explain their purposes
- 3.2 Compare the characteristics of informal and formal reports
- 3.3 Describe the three main divisions of a formal report: the prefatory parts, the body of the report, and the supplemental parts
- 3.4 Describe the subdivisions of each of the three main parts
- 3.5 Explain how these parts are presented in formal reports
- 3.6 Discuss the importance of objectivity and the appropriateness of impersonal and personal writing
- 3.7 Discuss the importance of good report writing skills for career development
- 3.8 Analyze and evaluate a number of sample reports
- 3.9 Review the three stages of the writing process: planning, writing and revising

4.0 Review of Report Writing Principles

- 4.1 Develop topics and thesis statements
 - 4.1.1 Brainstorm topics suitable for formal reports
 - 4.1.2 Explain the importance of limiting topics
 - 4.1.3 Discuss the value and methods of developing thesis statements
 - 4.1.4 Develop an effective thesis statement for the report
- 4.2 Choose an appropriate organizational pattern
 - 4.2.1 Describe various organizational patterns and their uses
 - 4.2.2 Describe various outlining systems
 - 4.2.3 Analyze and evaluate sample outlines
 - 4.2.4 Practice constructing effective outlines
- 4.3 Examine project planning and management techniques
 - 4.3.1 Explain various time-management and project-management techniques
 - 4.3.2 Review proposal writing
 - 4.3.3 Write and submit a proposal and outline for the report
- 4.4 Examine research sources and methods
 - 4.4.1 Gather appropriate information, conducting primary and secondary research
 - 4.4.2 Review sources and benefits of secondary research
 - 4.4.3 Discuss the importance of evaluating sources
 - 4.4.4 Explain and practice the procedure for writing abstracts of and recording pertinent information from secondary sources
 - 4.4.5 Review types and benefits of primary research
 - 4.4.6 Discuss advantages and disadvantages of various types of primary research
 - 4.4.7 Explain the process of conducting interviews to gather primary research
 - 4.4.8 Discuss steps involved in analyzing information, drawing conclusions, and making recommendations

4.4.9 Produce a literary review of secondary research

5.0 Research and Documentation for Formal Reports

- 5.1 Document research sources
 - 5.1.1 Discuss reasons for documentation
 - 5.1.2 Review APA Documentation Styles
 - 5.1.3 Prepare an oral progress report to be delivered in an interview with the instructor
- 5.2 Compare uses of direct and indirect quotations
 - 5.2.1 Practice incorporating direct and indirect quotations into text using APA styles
 - 5.2.2 Review and practice compiling Reference Lists
- 5.3 Apply research and documentation methods
 - 5.3.1 Gather appropriate information for the formal report(s), conducting primary and/or secondary research where required
 - 5.3.2 Analyze and organize the information gathered and write a draft of the three formal report components using APA documentation style

6.0 Graphic Aids for Formal Reports

- 6.1 Examine the use of graphic aids
 - 6.1.1 State the purpose, appropriateness, and effective use of various types of graphic aids for reports
 - 6.1.2 Discuss the advantages/disadvantages of graphics in report writing
 - 6.1.3 Design effective and appropriate graphic aids to enhance reports
 - 6.1.4 Practice labelling and numbering graphic aids, providing documentation where necessary
- 6.2 Integrate appropriate graphic aids into the body and/or appendices of the formal reports(s)
- 6.3 Label and number the graphic aids, documenting sources where necessary

7.0 Preparation of the Final Draft

- 7.1 Examine the revision process
 - 7.1.1 Review and practice editing procedures for effective writing
 - 7.1.2 Review and practice proofreading procedures
 - 7.1.3 Apply the revision process
 - 7.1.4 Organize and paginate the draft components of the formal report(s)
 - 7.1.5 Edit the draft(s) for effective writing techniques, such as correctness, clarity, conciseness, precision, transitional devices, and nondiscriminatory language

- 7.2 Proofread the draft(s) for grammar, mechanics, and sentence structure
- 7.3 Write and submit the final draft(s) of the reports
- 7.4 Deliver an electronic presentation of the final report

EVALUATION:

Oral Presentations (40%)

Consultation with the Instructor:	10%
Technical Demonstration presentation:	10%
Technical Report presentation:	20%

Technical Report Writing (60%)

Proposal/ Outline/ Literary Review:	15%
Technical Report:	45% (35% Format / 10% Technical Accuracy)

DATE DEVELOPED: November 2007 **DATE REVIEWED:** March 2013

REVISION NUMBER: 4 **DATE REVISED:** Dec. 2013

Note to instructor: Check PIRS to ensure this outline is the most current version.