

 <p><b>ITAM</b> Information Technology &amp; Administrative Management Central Washington University</p>	<p><b>ADMG 385</b> <b>Business Communication and</b> <b>Report Writing</b> <b>Course Syllabus - 5 credits</b></p>
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Check SAFARI quarterly schedule for instructor

**Office:** TBA  
**Office Hours:** Varies by quarter. Call or e-mail instructor  
**Office Telephone:** 509.963.2611  
**CWU E-Mail:**

**Course Description:** Students develop planning and writing skills for business letters, employment applications, memoranda, and reports. Prerequisite: Successful completion of English 102 or equivalent and junior standing.

**Course Objective:** Students must have effective communication skills for success in both their personal and professional lives. Business Communications is designed to develop skills in written and verbal communication so that students can become effective and efficient communicators. The outcomes of this course are consistent with the Central Washington University mission, “by teaching we learn,” the College of Education and Professional Studies mission, “to prepare enlightened leaders for the professions and for society,” and the Department of Information Technology and Administrative Management’s mission, “to produce competent, confident, and independent lifelong learners for a diverse world through a caring, creative, supportive, and technologically rich learning environment.”

**Learner Outcomes:**

<b>Learner outcomes</b>	<b>Assessment Strategies</b>
Demonstrate an understanding of composing and writing effective styles of business correspondence.	The student will create at least two each of pleasant, unpleasant, and persuasive pieces of correspondence that meet course criteria.
Demonstrate an understanding of letter and memoranda formats.	The student will create appropriately formatted letters and memoranda.
Demonstrate an understanding of emerging technologies in business communication.	The student will apply emerging technologies to include (but not limited to) e-mail and the Internet.
Demonstrate an understanding of resume, application letter, and follow-up letter writing.	The student will create at least one each traditional resume, electronic resume, application letter, and follow-up letter.
Demonstrate an understanding of researching and writing a business report.	The student will create at least one business report that meets course criteria.
Develop interpersonal and group communication skills.	The student will demonstrate appropriate values and attitudes while participating in small-group, cooperative-learning activities.
Demonstrate proper use of grammar, spelling, and punctuation as applied in business communications.	The student will create documents that include proper use of grammar, spelling, and punctuation.

**Required Texts:** Check with the instructor or bookstore.

**Instructional Methods:**

This course is taught using a variety of methods, with writing activities and group discussion board work emphasized. In addition, independent study activities, peer-evaluation, lectures, and the Internet will be utilized.