JAMESTOWN COMMUNITY COLLEGE
State University of New York

INSTITUTIONAL COURSE SYLLABUS

Course Title: Communication @ Work

Course Abbreviation and Number: CMM 2100   **Credit Hours:** 3   **Course Type:** Lecture

Course Description: Students will be introduced to the necessary communication skills required to be successful in a professional environment. This practical course will emphasize communication concepts as they apply to the workforce. Students will actively apply oral, written, and digital communication skills throughout the semester including: the creation of a digital portfolio, email/phone/voicemail etiquette, business writing, networking, use of social media platforms, the interviewing process, and cover letter and resume writing for specific purposes. Students will enhance their digital and information literacy skills through completion of this course.

Prerequisite: ENG 1510.

Student Learning Outcomes:
Students who demonstrate understanding can:
1. Identify, address, and solve common communication problems in the workplace.
2. Successfully communicate in a proficient matter using both oral and written communication.
3. Navigate the job search process including resume, cover letter, and digital portfolio creation.
4. Assertively answer interview questions.
5. Demonstrate appropriate communication using social media platforms.

Topics Covered:
- When/how do we communicate?
- What mediums do we use to communicate?
- What problems exist regarding communication and the workplace?
  - Managing conflict and negotiations
- What skills are necessary to be successful in the workplace?
  - Listening and speaking skills
  - Written communication
  - Networking
  - Professional attire
- Practical application of email correspondence, social media, voicemail, and job inquires.
- Development of career-specific cover letters and resumes
  - Understanding your unique skill set
- Interview techniques including common interview questions, professionalism, and responses
- Application of practical commination technology skills
- Development of a digital portfolio

Information for Students
- Expectations of Students
  - Civility Statement
  - Student Responsibility Statement
  - Academic Integrity Statement
- Accessibility Services
  Students who require accommodations to complete the requirements and expectations of this course because of a disability must make their accommodation requests to the Accessibility Services Coordinator.
- Get Help: JCC & Community Resources
- Emergency Closing Procedures
- Course grade is determined by the instructor based on a combination of factors, including but not limited to, homework, quizzes, exams, projects, and participation. Final course grade can be translated into a grade point value according to the following:

A=4.0	B+=3.5	B=3	C+=2.5	C=2	D+=1.5	D=1	F=0

- Veterans and active duty military personnel with special circumstances (e.g., upcoming deployments, drill requirements, VA appointments) are welcome and encouraged to communicate these to the instructor.

Effective Date: Fall 2021