

AOS 170 : Business Communications

Credits 5

Quarter Offered Spring

Apply writing skills to a variety of technical and business applications. Exercises and activities introduce the latest business communication practices. Digital coverage of social media and communication; self-recorded videos demonstrate student verbal communication skills. Touch keyboarding skills is recommended. This class may include students from multiple sections.

Course Outcomes

- Develop or improve the ability to use clear, concise, and grammatically correct language.

- Use appropriate formats in business writing.

- Plan, organize, and revise business messages.

- Write short workplace messages such as email, memos, messaging, blogs, and social networking.

- Format and create a writing plan for common business letters (positive, persuasive, direct claims, complaints, and adjustments).

- Demonstrate an understanding of report writing styles, formatting, purpose, and strategies.

- Develop job search strategies and write employment documents.

- Identify the types of job interviews, questioning strategies, and follow-up.