Dakota College at Bottineau Course Syllabus
Course Prefix/Number/Title: BOTE210—Business Communications
Number of Credits: 3 semester hours
Pre/Co-requisites: ASC87, ENGL110, or Instructor Approval

Study of oral and written communication in business settings. Includes exploration of nonverbal and group communication, listening and research skills, cross-cultural communication, job search techniques, ethics, technology, and preparation of business correspondence

Adjunct Instructor: Janeen Pollman
Office: Nelson Science Center 108 **Office Hours:** M-T-W-TH-F 10:00 a.m.--12:00 noon
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Lecture Schedule: TuTh 12:30-1:45 MSU Admin. Rm 364, Thatcher Hall 2211.

Course Objectives: Upon successful completion of this course, the student should be able to:
• Describe the communication process.
• Develop effective messages.
• Adapt messages to the audience.
• Understand how cultural differences affect communication.
• Describe the message planning, writing, and revising process.
• Explain how to build goodwill in business communications.
• Develop communications with a "you-attitude."
• Create letters, memos, reports, and e-mails with proper formatting, professional style, and accuracy in grammar, spelling, punctuation, sentence structure, and format.
• Effectively create positive, informative, effective, negative, and persuasive messages.
• Understand the importance of listening and body language in interpersonal communication.
• Develop effective presentations and use visual aids effectively.
• Search for jobs, write resumes, write cover letters, and prepare for job interviews, both as an interviewee and interviewer.

Textbook (Required): Open Educational Resources-Open Text Library-*Business Communication for Success*
University of Minnesota Libraries Publishing,
https://open.lib.umn.edu/businesscommunication/
A print copy is required and available from the DCB bookstore. 701-228-5458 or
bookstore@dakotacollege.edu

How can I cite the author of this textbook (Open Education Resource)?
Per the terms of the CC BY-NC-SA 4.0 license, the original publisher of this textbook has asked us to remove the name of the author from our edition. This means your citation of this edition should not include an author, but it should contain the URL to this work, and "University of

Minnesota Libraries Publishing edition, <year>" where the citation format references edition, publisher, publication date, etc.

Course Requirements:
Completion of assignments, tests (open book/notes), class attendance and class participation (discussion). Attendance is required with 5 points earned for each class attended. All assignments will be submitted in Blackboard. Tests will be administered in Blackboard.

Grading is the accumulation of assignments, quizzes, and tests for total points.
90-100=A 80-89=B 70-79=C 60-69=D below 60=F

Classroom Policies: In class work can be made-up only when the instructor excuses students prior to class. You are responsible for the activities of each class period. Recognizing the importance of student participation and interaction with classmates, excessive absences will result in a lower letter grade or failure in the class.

Assignments: All assignments are due to be submitted on Blackboard by 10:00 p.m. on Sunday. Late assignments will not be accepted. The class name, your name, date due, and assignment number should appear at the beginning of each submission.

Please be aware that proofreading and revision are extremely important when preparing business documents. All writing assignments submitted should be final drafts and of quality you would feel comfortable submitting to your supervisor. Only error-free documents will receive full points. Remember to always use spell check and above all proofread your work before you submit it. In the business world employees often have other employees look over documents prior to submission. Smart move!

Electronic Devices: Please silence your phones, and do not text during class. If you feel you must answer a text, please keep it short and not a "conversation". Laptops are NOT permitted, except for when taking a course test. I will have my cell phone on for campus emergency notifications.

Tentative Course Outline:

Business Communication, Management, and Success
Adapting Your Message to Your Audience, Generational Considerations
Communicating Across Cultures
Planning, Writing, and Revising
You-Attitude
Positive Emphasis
Reader Benefits

Formats for Letters and Memos
Informative and Positive Messages
Negative Messages
Persuasive Messages
E-Mail Messages and Web and Social Media Writing
Editing for Grammar and Punctuation
Choosing the Right Word
Listening

Working and Writing in Teams	Short Reports, Long Reports
	Using Visuals
Planning, Conducting, and Recording Meetings	Researching Jobs
	Resumes
Making Oral Presentations	Job Application Cover Letters
Proposals and Progress Reports	Job Interviews
	Follow-up Letters and Calls and Job Offers
Finding, Analyzing, and Documenting Information	

General Education Goals/Objectives: These course objectives meet the following DCB General Education Goals: #1, to develop the ability to communicate, #2, to develop thinking skills, #3, to develop knowledge and application of technology, #8, to understand and appreciate cultural diversity #9, to develop lifelong learning skills, and #10, to foster interpersonal development.

Relationship to Campus Theme: Dakota College at Bottineau emphasizes nature, technology, and beyond as a focus for the unique blend of courses and programs offered. This course will emphasize communications and the diverse makeup of the business community, which enhances the "Human" nature.

Academic Dishonesty and Grade Appeals: Plagiarism and cheating are serious offenses and may be punished by failure on an exam, paper or project; failure in course; and/or expulsion from the university. For more information, refer to the "Academic Dishonesty" or "Grade Appeal" policy in the university catalog or the student handbook online: http://www.dakotacollege.edu/pdf/studenthandbook.pdf

Student Email Policy: Your campus assigned Dakota College at Bottineau email is is the official form of communication for this course. Please check your campus email on a regular basis; you might want to link it to your phone. The liability for missing or not acting upon important information conveyed via campus email rests with the student.

Title IX: Dakota College at Bottineau (DCB) faculty are committed to helping create a safe learning environment for all students and for the college as a whole. If you have experienced any form of gender or sex-based discrimination or harassment, including non-consensual sexual intercourse, sexual harassment, relationship violence, or stalking, know that help and support are available. DCB has staff members trained to support survivors in navigating campus life, accessing health and counseling services, providing academic and housing accommodations, and more. The College strongly encourages all students to report any such incidents to the College Title IX Coordinator.

Please be aware that all DCB employees (other than those designated as confidential resources such as advocates, counselors, clergy, and healthcare providers) are required to report information about such discrimination and harassment to the College Title IX

Coordinator. This means that if you tell a faculty member about a situation of sexual harassment or sexual violence, or other related misconduct, the faculty member must share that information with the College's Title IX Coordinator. If you wish to speak to a confidential employee who does not have this reporting responsibility, you can find a list of resources on the Title IX website. www.dakotacollege.edu/student-life/safety/title-ix

Disabilities or Special Needs: Students with disabilities of special needs (academic or otherwise) are encouraged to contact the instructor of Disability Support Services.