Professional Communications

Course Overview

This one-semester course is intended as a practical, hands-on guide to help you familiarize with the communication skills required in a profession. This course has 13 lessons organized into three units, plus three Unit Activities. Each lesson contains one or more Lesson Activities.

This course covers the communication overview including the communication process, elements of effective communication, and barriers to communication. This course familiarizes you with reading, writing, speaking, and listening skills needed for general communication. Professional Communications also familiarizes you with communication skills required in business organizations. These skills equip you with the ability to appear for job interviews, participate in group discussions, and solve workplace problems. You also learn about the use of technology in communication.

You will submit the Unit Activity documents to your teacher, and you will grade your work on the Lesson Activities by comparing them with the given sample responses. The Unit Activities (submitted to the teacher) and the Lesson Activities (self-checked) are the major components of this course. There are other assessment components, namely the mastery test questions that feature along with the lesson; the pre- and post-test questions that come at the beginning and end of the unit respectively; and an end-of-semester test. All of these tests are a combination of simple multiple-choice questions and technology enhanced (TE) questions.

Course Goals

This course will help you meet the following goals:

- Analyze key aspects of the communication process.

- Use communication protocol and language in professional and social communication.

- Learn effective reading and writing skills by reading and interpreting workplace documents and writing clearly.

- Learn effective speaking and listening skills by communicating effectively with others and following directions.

- Explore the structures and roles of business firms.

- Familiarize yourself with effective communication strategies for achieving success in job interviews and participate in group discussions.

- Explore critical thinking and problem-solving skills for resolving problems at the workplace.

- Exhibit proficiency with information technology by using computers, file management techniques, and software/programs effectively.

- Use desktop publishing and multimedia presentation for communication purposes.

- Use ethical and legal guidelines when preparing communication materials.

Prerequisite Skills

Professional Communications has the following prerequisites:

- ability to visualize and apply creativity and innovation

- familiarity with the writing process and following guidelines

General Skills

To participate in this course, you should be able to do the following:

- Perform basic operations on a computer.

- Perform online research using various search engines and library databases.

- Communicate through email and participate in discussion boards.

For a complete list of the general skills required for participation in online courses, refer to the Prerequisites section of the Plato Student Orientation document, found at the beginning of this course.

Credit Value

Professional Communications is a 0.5-credit course.

Course Materials

- Notebook

- Computer with Internet connection and speakers or headphones

- Microsoft Word or equivalent

- Microsoft Excel or equivalent

- Microsoft PowerPoint or equivalent

Course Pacing Guide

This course description and pacing guide is intended to help you stay on schedule with your work. Note that your course instructor may modify the schedule to meet the specific needs of your class.

Unit 1: Introduction to Communication

Summary

In this unit, you will learn about the key aspects of the communication process. You will learn to apply communication protocol and appropriate language skills in professional and social communication. You will also explore effective strategies to address diversity in communication. Finally, you will familiarize yourself with reading, writing, speaking, and listening skills.

Day	Activity/*Objective*	Type
1 day: 1	**Syllabus and Plato Student Orientation** *Review the Plato Student Orientation and Course Syllabus at the beginning of this course.*	Course Orientation
5 days: 2–6	**Communication Overview** *Identify key aspects of the communication process.*	Lesson
5 days: 7–11	**Professional and Social Communication** *Apply communication protocol and language in professional and social communication and address diversity through effective strategies.*	Lesson
5 days: 12–16	**Reading and Writing Skills** *Demonstrate effective reading and writing skills by reading and interpreting workplace documents and writing clearly.*	Lesson
5 days: 17–21	**Speaking and Listening Skills** *Demonstrate effective speaking and listening skills by communicating effectively with others and following directions.*	Lesson
1 day: 22	**Para Jumble**	Game
4 days: 23–26	**Unit Activity/Threaded Discussion—Unit 1**	Unit Activity
1 day: 27	**Posttest—Unit 1**	Assessment

Unit 2: Communication in Business Organizations

Summary

In this unit, you will familiarize yourself with the structure and roles of various business firms in the United States. You will explore communication strategies and leadership skills to be successful in job interviews and participate and control group discussions. In addition, you will familiarize yourself with critical thinking and problem-solving skills for resolving workplace problems. Finally, you will learn about healthy behaviors and safety skills to promote health and safety at the workplace and manage personal health.

Day	Activity/*Objective*	Type
5 days: 28–32	**Business Firms** *Describe the structures and roles of business firms in the US economy.*	Lesson
5 days: 33–37	**Preparing for Job Interviews** *Demonstrate effective communication strategies for achieving success in job interviews.*	Lesson
5 days: 38–42	**Group Discussions and Leadership Skills** *Demonstrate communication skills to participate and control group discussions.*	Lesson
5 days: 43–47	**Critical Thinking and Problem-Solving Skills** *Demonstrate critical thinking and problem-solving skills by analyzing and resolving problems that arise in completing assigned tasks.*	Lesson
5 days: 48–52	**Health and Safety** *Demonstrate healthy behaviors and safety skills by following safety guidelines and managing personal health.*	Lesson
1 day: 53	**Space Jumble**	Game
4 days: 54–57	**Unit Activity/Threaded Discussion—Unit 2**	Unit Activity
1 day: 58	**Posttest—Unit 2**	Assessment

Unit 3: Technology for Communication

Summary

In this unit, you will learn how to be proficient using information technology in communication. You will learn to use software programs, such as spreadsheet and presentation software, and file management techniques for communication purposes. You will also learn to use desktop publishing and create multimedia presentations for effective professional communication. Finally, you will explore the legal and ethical issues related to the preparation of communication materials.

Day	Activity/*Objective*	Type
6 days: 59–64	**Using Information Technology** *Demonstrate proficiency with information technology by using computers, file management techniques, and software/programs effectively.*	Lesson
6 days: 65–70	**Desktop Publishing** *Apply desktop publishing for communication purposes.*	Lesson
6 days: 71–76	**Creating Multimedia Presentations** *Create a multimedia presentation for professional communication.*	Lesson
6 days: 77–82	**Legal and Ethical Issues** *Apply ethical and legal guidelines when preparing communication materials.*	Lesson
1 day: 83	**Para Jumble**	Game
4 days: 84–87	**Unit Activity/Threaded Discussion—Unit 3**	Unit Activity
1 day: 88	**Posttest—Unit 3**	Assessment
1 day: 89	**Semester Review**	
1 day: 90	**End-of-Semester Test**	Assessment