Course Learning Objectives (CLO):

- CLO 1 Analyze the audience and write to meet their information needs using correct sentence structure.
- CLO 2 Organize information in the body of various types of memos, letters, and reports.
- CLO 3 Write step-by-step instructions for completing a process.
- CLO 4 Write a progress (status) report.
- CLO 5 Incorporate appropriate document design and graphics into various documents.
- CLO 6 Acquire skill in primary and secondary research.
- CLO 7 Use electronic communication effectively in a team-based classroom business.
- CLO 8 Use software applications (MS Word, Excel, PowerPoint) effectively when producing business/technical communications combining written and visual techniques.

- CLO 9 Demonstrate proficiency in keyboarding when producing documents in standardized business formats.
- CLO 10 Apply business ethics using critical thinking to analyze ethical case studies and write a personal response to the case studies.

Unit	Module Objectives (CO Alignment)	Activities/Assi	gnments	Assessments	
		Online	In-Class	Online	In-Class
1	Chapter 1 – (CLO2, CLO8, CLO9) 1. Identify challenges to effective teamwork and how to overcome them.	Read Chapter 1Review Chapter SlidesReview Video	Class Discussion	Reflection Paper	
	Chapter 2 - (CLO7, CLO8, CLO10) 1. Utilize groupware to collaborate in the digital workplace.	 Reach Chapter 2 Review Chapter Slides Review Video over Google Docs 	 Class Discussion Google Doc Collaboration 		Collaboration in Digital Workplace

	 Chapter 3 – (CLO2, CLO6, CLO7) Build communication through the prewrite stage. Evaluate documents to determine usability and correctness. 	 Reach Chapter 3 Review Chapter Slides Review Video over Organizational Charts 		Class Discussion Prewrite Techniques Proofreaders Marks	Communication Process The Rewrite	Organization Chart
	Chapter 4 – (CLO1, CLO8, CLO9, CLO10) 1. Create correct, accurate, concise, and clear technical communication. 2. Organize content through effective patterns.	Read Chapter 4Review Chapter Slides	•	Class Discussion Objectives in Technical Communication	Organization Technical Communication Discussion	Case Study
	 Chapter 5 – (CLO1, CLO8, CLO9, CLO10) 1. Develop effective multicultural communication by recognizing the audience. 2. Appraise an audience. 	Read Chapter 5Review Chapter Slides	•	Class Discussion Audience Recognition	A Village Discussion	Case Study
	Unit Test				Test 1	
2	Chapter 7 – (CLO2, CLO5, CLO7, CLO8, CLO9) 1. Apply design elements to create effective documents.	Read Chapter 7Review Chapter Slides	•	Class Discussion Document Design	Business Letterhead	Design Challenge

	 Combine design elements to create easy access of content. Chapter 8 – (CLO5, CLO6, CLO8) Design effective figures using criteria. Design effective tables using criteria. 	 Read Chapter 8 Review Chapter Slides Review Video over Charts 	Class Discussion	Using Visual Aids	Visual Aid Discussion
	Chapter 15 – (CLO1, CLO2, CLO5, CLO7, CLO8, CLO10) 1. Create effective instructions by following criteria. Unit Test	 Read Chapter 15 Review Chapter Slides Review Video over Instructions 	Class DiscussionCase Study	Peer Review Part 2 Test 2	Peer Review Part
3	 Chapter 9 – (CLO1, CLO2, CLO7, CLO8, CLO9) 1. Apply criteria for writing routine business correspondence. 2. Determine which communication channel to use for correspondence. 	 Read Chapter 9 Review Chapter Slides 	Class DiscussionComplaint Letter	Adjustment Letter	
	 Chapter 11 – (CLO1, CLO2, CLO5, CLO6, CLO7, CLO8) 1. Apply the ARGU technique for persuasive communication. 2. Create different types of persuasive documents. 	Read Chapter 11Review Chapter Slides	 Class Discussion Persuasive Flier 	Letter of Application	Letter of Application Rewrite

Chapter 17 – (CLO1, CLO2, CLO3, CLO4,CLO5, CLO6, CLO8, CLO 9) 1. Apply criteria for writing reports. 2. Determine the difference between reports. 3. Write a progress report.	Read Chapter 17Review Chapter Slides	Class DiscussionShort Reports	Progress Report
 Chapter 12 – (CLO7, CLO10) Summarize different types of social media. Apply different types of social media to a business communication. 	Read Chapter 12Review Chapter Slides	Class DiscussionLinkedIn Profile	Small Business and Social Media
Final Exam			Final Exam