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**Communication in the Workplace**

**Instructor Contact Information**

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| **NAME** | **EMAIL** |
| Luci Ponder (Interim) | lponder@yearup.org |
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1. **Course Description:**

In this course, through a flipped classroom model, students will receive a thorough introduction to business communication and its basic concepts. Students will learn and practice the writing, communications, and teamwork skills that will enable them to successfully participate in many of the daily activities required in a professional work environment. These skills include presentation skills, effective e-mail communication, writing mechanics, and understanding the future of communication all while learning the content and completing assignments independently, and deepening that leaning during synchronous classes. Students will treat the class as a professional environment and consider each other “colleagues” and “coworkers” as they work toward achieving a professional environment and relationships.

1. **Course Objectives:** By the end of this course, students will be able to:

* Professional Writing: Utilizes processes (i.e., peer reviews) and tools (i.e., Grammarly, spell check) to clearly articulate ideas and compose professionally written business documents
* Document Editing:  Utilizes common document editing tools, such as Microsoft Word, to create, format and edit professional documents, letters, flyers and resumes.
* Resourcefulness: Utilizes tools, processes and people to support them in seeing activities/projects to the end.
* Critical Thinking: Seeks out new information and applies previous knowledge to develop well thought out approaches to qualify, analyze and solve a problem, with little guidance.
* Email Communications: Follows email communication etiquette (i.e., replying on time, appropriateness of message) and utilizes email composition best practices (i.e., formatting, signature, conciseness).
* Email Use and Management:  Utilizes common email tools, such as Microsoft Outlook, to organize, draft, and compose emails, set out-of-office notifications, use features such as email options, attachments, rules and folders to manage email communications.
* Public Speaking: Utilizes strategies for gaining and retaining attention while communicating verbally and nonverbally to an audience in a professional setting (i.e., speech, formal presentation, elevator pitch).
* Editing Presentations:  Utilizes common slide deck editing tools, such as Microsoft PowerPoint, to create, format and edit presentations, using best practices for multimedia use, data reporting & storytelling in a presentation format.
* Virtual Conferencing Tools:  Utilizes common virtual conferencing tools, such as Zoom, for communicating and collaborating with others.
* Skill Mapping & Storytelling: Communicates how their developing skills and Year Up experiences are helping them prepare for specific jobs, career paths, and/or industries.
* Professional Presentation: Demonstrates SLANT, professional dress, appropriate video background, and clear audio/video connection in public spaces and meetings.
* Independent Learning: Identifies and acts on opportunities to learn new concepts and technologies that support career building, then creates and executes plans to effectively build relevant skills, with little guidance.

1. **Suggested Texts and Materials:** All required readings will be available via Brightspace (BSP).
2. **Year Up United Grading System:**

This grading schematic is designed to give each student the best opportunity to succeed in this class. **To receive a passing grade of 3 or above, assignments must be completed, turned in on time, and you must come to class prepared with completed content, motivated and ready to actively participate.** Your instructor and coach are available to help you find learning and studying strategies that will help you achieve a better understanding of professional communications, as well as a better grade. Your success will depend on your level of accountability, commitment, and determination. Office hours are during weekly Essential Study Hall sessions. Any other needed tutoring is available BY APPT ONLY.

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| **Evaluation** |
| Beginning |
| Approaching |
| Meeting\*\*\* |
| Exceeding |

**\*\*\*Minimum Passing Grade is Meeting\*\*\***

\*\*\*You must pass four of the five classes (CDIR, CITW, BPT, TE, UEW) as well as the

Pluralsight or DATA Academy in order to successfully graduate from the program. \*\*\*

1. **Course Policies and Requirements:**

**DUE DATES:**

1. Communication in the Workplace—**CITW**—***Assignments*** due by ***Thursday 11:59PM***
   1. Failure to submit assignments on time results in a “0” and an earned infraction.
2. **CITW**—***Content*** is due per the academic calendar at the end of this document. Weekly content is split into day 1 and day 2 (Monday /Wednesday due dates)
   1. Failure to complete the required content will result in an earned infraction.

**Late assignments are NOT accepted UNLESS you have followed the Extension policy in the Handbook :** Page 47-48 [Handbook](https://yearup.box.com/s/njs842yg2wa8vyrc56uf19w8a7ea85kn)

**All due dates are preset and are due as assigned**, **despite you missing class**.

This means due dates are the same for everyone. You should contact your instructor prior to any absence or late arrival. Late and missing assignments do earn infractions whether notified or not. **Please pay careful attention to due dates for ALL assignments and to the Extension policy. Remember, no late assignments are accepted unless you followed the policy as stated.**

**Academic Policies:** [**Student Handbook**](https://yearup.box.com/s/njs842yg2wa8vyrc56uf19w8a7ea85kn)

**It is your responsibility to be fully aware of these policies. Lack of awareness is not an acceptable reason for failure to follow them.**

**Please see the Handbook for the policies below. Pages are identified.**

* **Group Work Policy**: All work is individual work unless specified by the instructor.
* **Technology Policy**: Page 54
* **Disability Access**: Page 55
* **Attendance Policy**: Page 15-17. Please be respectful and let instructor know ASAP that you will be late or absent.
* **Professionalism Policy**: Page 35-37, 53-54. Please remember our VIRTUAL NORMS, LC NORMS and CORE values.
* **Academic Conduct Policy**: Page 45
* **Student Grievance Policy**: Page 67
* **Religious Observances:** Page 61

**Academic Honesty: Page 51** [**Handbook**](https://yearup.box.com/s/njs842yg2wa8vyrc56uf19w8a7ea85kn)

Year Up United follows strict guidelines for academic honesty.  You are expected to adhere to these guidelines during your time at Year Up United:

* Maintain integrity in all academic work. *You will not attempt to get grades by any means other than honest academic effort*. All work must be **completed by you** **individually** except for instances where your instructor assigns a group project.
* Plagiarism results in a *Strive to Learn Core Values infraction* (-25 points) as well as a zero on the assignment.

Some examples of what is considered an act of academic dishonesty include:

* Copying or rewriting code or a phrase, paragraph, page, or paper from a book, magazine, or website without saying where the information comes from.
* Giving or receiving assistance on a quiz, assignment, test, or other evaluation on which you are expected to work alone.
* Writing an assignment (or part of an assignment) with a classmate when you are both supposed to create individual assignments.
* Submitting the same work to two different instructors or twice for the same assignment (unless you have received permission from all instructors involved).

**Academic Dishonesty Consequences**: [Handbook](https://yearup.box.com/s/njs842yg2wa8vyrc56uf19w8a7ea85kn) Page 51

**AI Policy : Page 53** [**Handbook**](https://yearup.box.com/s/njs842yg2wa8vyrc56uf19w8a7ea85kn)

**Learning Management System (Brightspace-BSP):**

Brightspace will be the Learning Management System used within your classes to demonstrate your learning and understanding of course concepts. Below are the “best practices” of using BSP to reach its potential in bolstering and supporting your learning.

* Use of professional profile picture and language
* Check BSP at least twice a day (there is also a free app available)
* **Keep track** of your assignments and grades
* Be mindful of time **when assignments are** **due** as all assignments are time stamped when uploaded.
* Be mindful YOU are responsible for completion of ALL Content PRIOR to coming to class each week. Please follow the academic calendar at the end of this document.
* **Follow assignment guidelines**
* **Check twice, upload once**.
* **Read assignment instructions carefully**. Resubmits are not allowed.

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| Week | **Due Date of Content completion** | Module Name | Lessons due by |
| 2 | Mon  03/10 | Email Communication | Intro to instructor/syllabus/class  WORKING SESSION FOR THIS CLASS ONLY |
| 2 | Wed  03/12 | Email Communication | Lesson 1— Email Structure  Lesson 2— Crafting an Email |
| 3 | Mon  03/17 | Email Communication | Lesson 3—Outlook Features |
| 3 | Wed  03/19 | Email Communication | Lesson 4—Email Communications: Mini-Capstone  **Graded Assignment Due 03/20 @ 11:59pm: Email Communications: Mini-Capstone** |
| 4 | Mon  03/24 | Public Speaking | Lesson 1—Non-presentation Public Speaking part 1  Lesson 2— Non-presentation Public Speaking part 2 |
| 4 | Wed  03/26 | Public Speaking | Lesson 3—Creating a Visual presentation  Lesson 4—Crafting a spoken presentation part 1 |
| 5 | Mon  03/31 | Public Speaking | Lesson 5—Crafting a Spoken presentation part 2  Lesson 6—Visual presentations and related technology |
| 5 | Wed  04/02 | Public Speaking | Lesson 7—Public Speaking: Mini-Capstone  **Graded Assignments Due 04/03 @11:59pm:**   * **Mini-Capstone Assignment: Public Speaking Part 1** * **Bongo Mini-Capstone Assignment: Public Speaking Part 2** |
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| 18 | Mon  06/30 | Writing Mechanics | Lesson 1—Course Release  Lesson 2—Agency in Language |
| 18 | Wed  07/02 | Writing Mechanics | Lesson 3—Writing Structure  Lesson 4--Proofreading |
| 19 | Mon  07/07 | Writing Mechanics | Lesson 5—Revising your Writing  Lesson 6—Mechanics and Structure Support Tools |
| 19 | Wed  07/09 | Writing Mechanics | Lesson 7—Writing Mechanics Mini Capstone  **Graded Assignment Due 07/10 @11:59pm: Mini-Capstone Assignment: Writing Mechanics** |
| 20 | Mon  07/14 | Workplace Communication in Practice Capstone | Workplace Communication in Practice Capstone |
| 20 | Wed  07/16 | Workplace Communication in Practice Capstone | Workplace Communication in Practice Capstone  **Graded Assignments Due 07/17 @11:59pm:**   * **Part 1: Word Doc Analysis and Peer Review** * **Part 2: Deck and Peer Review** * **Part 3: Outlook Meeting Invitation** * **Part 4: Zoom Recording of Presentation** |