



Course Effective Technical Communications I (2013-2014)

Code / Version COMM1180 (100)

Total Hours 45

Credits 3

PreRequisite(s)

CoRequisite(s)

Course Description

This one-semester course will introduce students to the basic theory, principles, and techniques of successful technical and workplace communications. Specifically, this course will teach students to evaluate technical documents, gather and summarize technical information from a variety of sources, and apply principles of audience/purpose analysis and style/format to technical descriptive writing. Students will also apply these concepts and strategies to the preparation of short technical reports and workplace correspondence. They will learn to collaborate on group assignments and report technical information orally.

PLAR Eligible: Yes

Course Outcomes

Successful completion of this course will enable the student to:

1. Apply knowledge of basic technical communication theory, process, and principles.
2. Analyze technical communications for context, audience, purpose, structure and format.
3. Apply effective technical writing style consistently in written and oral communications.
4. Gather, summarize and document information from different sources.
5. Create technical descriptions, processes, and instructions for specific audiences, contexts, and purposes.
6. Compose technical/workplace correspondence and short reports addressing different audiences.
7. Format technical documents following industrial and workplace standards.
8. Demonstrate ability to collaborate with other students on group assignments.
9. Deliver effective oral presentations using visuals and computer technology.

Essential Employability Skills addressed in this course			X
Communication	Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience		X
	Respond to written, spoken, or visual messages in a manner that ensures effective communication		X
Numeracy	Execute mathematical operations accurately		
Critical Thinking and Problem Solving	Apply a systematic approach to solve problems		X
	Use a variety of thinking skills to anticipate and solve problems		X
Information Management	Locate, select, organize, and document information using appropriate technology and information systems		X
	Analyze, evaluate, and apply relevant information from a variety of sources		X
Interpersonal	Show respect for the diverse opinions, values, belief systems, and contributions of others		
	Interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals		X
Personal	Manage the use of time and other resources to complete projects		X
	Take responsibility for one's own actions, decisions, and consequences		X



Course Effective Technical Communications I (2013-2014)

Code / Version COMM1180 (100)

Unit Outcomes

Successful completion of the following units will enable the student to:

1.0 Bases of Successful Technical Communication

- 1.1 Explain the nature of technical communication:
 - 1.1.1 Features of Technical Writing
 - 1.1.2 Uses of technical writing
 - 1.1.3 Collaboration in technical communications
- 1.2 Describe the basic elements of the communication model
 - 1.2.1 sender
 - 1.2.2 receiver
 - 1.2.3 message
 - 1.2.4 channel/medium
 - 1.2.5 feedback
- 1.3 Apply rhetorical and persuasive strategies to connect with audience.
- 1.4 Follow the technical writing process to plan, compose, edit, and peer-review written assignments.

2.0 Structural, Style, and Format Elements

- 2.1 Organize technical information effectively for readers by
 - 2.1.1 Outlining
 - 2.1.2 Paragraphing
 - 2.1.3 Sequencing
- 2.2 Select words for
 - 2.2.1 Accuracy
 - 2.2.2 Clarity
 - 2.2.3 Conciseness
 - 2.2.4 Coherence
 - 2.2.5 Tone
 - 2.2.6 Diction
- 2.3 Apply basic page design techniques:
 - 2.3.1 Shaping the page
 - 2.3.2 Styling words and letters
 - 2.3.3 Using heading for access and orientation
 - 2.3.4 Using graphics

3.0 Gathering and Summarizing Information

- 3.1 Summarize technical information.
- 3.2 Document primary and secondary sources
 - 3.2.1 Using CSE documentation style
 - 3.2.2 Using IEEE documentation style

4.0 Descriptive Technical Writing

- 4.1 Create technical descriptions.
- 4.2 Create process descriptions.
- 4.3 Write effective instructions.



Course Effective Technical Communications I (2013-2014)

Code / Version COMM1180 (100)

5.0 Workplace Correspondence

- 5.1 Create memoranda/professional email using correct format.
- 5.2 Create letters using correct format.
- 5.3 Distinguish between the use of a memorandum and a letter.
- 5.4 Recognize the direct and indirect approaches.
- 5.5 Produce memoranda and letters for a specific audience, purpose, and work situation.

6.0 Writing Short Reports and Proposals

- 6.1 Describe the characteristics and types of short reports.
- 6.2 Write a research proposal memo report.

7.0 Introduction to Public Speaking

- 7.1 Plan oral presentations.
- 7.2 Deliver oral presentations.
- 7.3 Use PowerPoint presentation software for oral presentations.

8.0 Formal Reports

- 8.1 Distinguish between the types of formal reports.
 - 8.2 Describe the structure and formal elements of formal reports.
 - 8.3 Produce a short formal report.
-

Required Student Resources

L.J. Gurak and J. M. Lannon. Strategies for Technical Communication in the Workplace (2013--2nd.). Toronto: Pearson.

A good Canadian Dictionary—suggested Oxford Canadian Dictionary

Optional Student Resources

Evaluation

The minimum passing grade for this course is 55 (D).

In order to successfully complete this course, the student is required to meet the following evaluation criteria:

Reading Journal with summaries	10.00
Technical Proposal (persuasive)	15.00
Technical Description and Instructions (collab.)	20.00
Oral presentation	10.00
Short Technical Report	25.00
Tests (2)	20.00
	<hr/>
	100.00 %

Other

Conestoga College is committed to providing academic accommodations for students with documented disabilities. Please contact the Accessibility Services Office.



Course Effective Technical Communications I (2013-2014)

Code / Version COMM1180 (100)

Prepared By Sandy Dorley

School Language and Communications Studies

Date 2013-06-29

© Conestoga ITAL