

**Course Code:** COM 205

**Course Title:** Business and Professional Communication

**Department:** Arts, Media, and Social Sciences

**Effective Date:** Summer 2026

**PCS Code:** 1.1 - Baccalaureate/Transfer

**CIP Code:** 23.1304

**Repeatability:** 0

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## Credit Hours

**Catalog Notation:** 3-0-3

**Credit Hour Distribution:**

Lecture: 3

Lab: 0

Clinical: 0

**Total: 3**

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## General Course Information

### Catalog Description

Theory and practice of workplace oral, written, and mediated communication. Presentations include interviewing, briefing/training, persuasion, and group problem solving. Analysis of organizational communication, barrier removal, listening, and leadership.

### General Course Objectives

To provide theory and practice in effective communication applied specifically to the workplace.

### Minimum Placement Levels

English	Reading	Math
Credit in ENG 101 with a grade of C or higher	Placement out of CCS 098	None

### Prerequisites

None

### Methods of Evaluation

2-3 presentations and written outlines required, including training or briefing and team problem solving; may also include persuasive or sales or team meeting. Other assignments include peer critiques, employment interview, cover letter/resume. Written midterm (or equivalent unit/chapter exams), and final exam, paper, or project required.

### Instructional Materials and Additional Supplies

Communicating At Work, Adler.

## Course Content

### General Learning Outcomes (GLOs)

- Communication: Students will demonstrate the ability to read, write, listen, and speak effectively.
- Critical Thinking and Information Literacy: Students will demonstrate the ability to evaluate perspectives, evidence, and implications, and to locate, assess, and use information effectively.

### Course Segments and Student Learning Outcomes

Course Segment	Learning Outcomes	Lecture Hours	Lab Hours	Clinical Hours
Communication Process	<ol style="list-style-type: none"> <li>1. Identify and cope with communication barriers present in an online environment.</li> <li>2. Demonstrate knowledge of the process of communication and the ethical dimensions of communication in an organization in both face-to-face and mediated environments.</li> </ol>	2	0	0
Listening Skills	<ol style="list-style-type: none"> <li>1. Use both verbal and nonverbal skills to listen effectively in workplace situations.</li> <li>2. Recognize barriers to effective listening and become aware of listening styles and how they can affect communication.</li> </ol>	6	0	0
Interviewing: 1) interviewee and interviewer roles, 2) research, knowledge areas, questioning style, 3) cover letter and resume construction	<ol style="list-style-type: none"> <li>1. Demonstrate knowledge of the types and purposes of interviews.</li> <li>2. Discuss the process of conducting an ethical interview, including interview format, formulating effective questions and responses, and preparing a dynamic resume and cover letter.</li> <li>3. Demonstrate proficiency in the job interview process, especially in a mediated environment.</li> </ol>	3	0	0
Interpersonal Communication: 1) verbal and nonverbal communication, 2) conflict management, 3) building positive relationships, 4) problem solving, 5) packaging person and environment	<ol style="list-style-type: none"> <li>1. Analyze the impact of verbal and nonverbal communication in a mediated environment.</li> <li>2. Apply basic theories of interpersonal, group discussion, organizational, and public speaking to business communication.</li> <li>3. Apply conflict management techniques, and demonstrate how to effectively cope with criticism.</li> <li>4. Negotiate cooperation or collaboration in positive professional relationships.</li> </ol>	6	0	0
Cultural and Organizational Communication	<ol style="list-style-type: none"> <li>1. Define culture and know the dimensions of culture.</li> <li>2. Demonstrate understanding of the role of culture in communication style.</li> <li>3. Discover techniques for effectively communicating to a diverse audience in a mediated environment, and for effectively communicating across cultures.</li> </ol>	4	0	0
Developing Briefing/Training Presentation for the Workplace: 1) organization, delivery, 2) visual aids, 3) research	<ol style="list-style-type: none"> <li>1. Choose and limit a topic and create audience interest in the topic; research and gather information; and organize information into a working outline for presentational use.</li> <li>2. Employ voice and body effectively in extemporaneous presentations.</li> <li>3. Design and use presentation aids effectively for an online and/or face-to-face audience.</li> </ol>	9	0	0

<b>Course Segment</b>	<b>Learning Outcomes</b>	<b>Lecture Hours</b>	<b>Lab Hours</b>	<b>Clinical Hours</b>
Development of Persuasive In-house Policy Recommendation or Outside Sales Techniques Utilizing: 1) logic, emotion, ethical appeals, 2) argument development, 3) research, 4) effective delivery style	<ol style="list-style-type: none"> <li>1. Identify and utilize types of persuasive messages as well as strategies for ethical persuasion.</li> <li>2. Research and gather information.</li> <li>3. Develop a confident and competent style of delivery.</li> <li>4. Design and use presentation software for an online and/or face-to-face audience.</li> </ol>	9	0	0
Leadership, Team Building, and Group Problem-solving	<ol style="list-style-type: none"> <li>1. Organize and lead a business meeting, including developing and following an agenda.</li> <li>2. Facilitate an effective meeting using video and internet technology.</li> <li>3. Analyze leadership styles for team building and problem-solving.</li> <li>4. Examine group dynamics and group roles.</li> <li>5. Apply effective techniques for organizing and presenting as a team.</li> </ol>	6	0	0

**Total Contact Hours**

<b>Lecture Hours</b>	<b>Lab Hours</b>	<b>Clinical Hours</b>
45	0	0