



Course Information

Semester & Year:	Fall 2023
Course Title:	Workplace Communication Skills
Course Prefix & Number:	GBS 120
Section Number:	21472
Credit Hours:	3
Start Date:	October 23, 2023
End Date:	December 15, 2023
Room Number:	N/A (Online)

Course Format

The course format for this course is On Your Time Online.

Instructor Information

Instructor:	Susan Peterson
Email:	susan.peterson@scottsdalecc.edu

Course Description

Reviews planning, organization, development, and evaluation of written and oral communication in business settings, including informative and persuasive messages.

Prerequisites

None.

Course Competencies

1. Identify and describe critical components of the communication process.
2. Identify and explain common communication barriers.
3. Provide constructive criticism of a variety of written and oral business communications.
4. Identify and demonstrate the characteristics necessary for effective interpersonal communication.
5. Identify and use the elements of a clear assertive statement.
6. Write a variety of business communications using proper grammar, punctuation, organization and style.
7. Evaluate the effectiveness of various types of written communications.
8. Write memos and business letters appropriate to a variety of business situations.
9. Write an informational report.
10. Plan an oral presentation for a specified type of audience.

Texts and Course Materials

This course does not require a textbook. All materials are available in Canvas. You will need access to MS Word and PowerPoint or Google Docs and Slides.

Course Technologies

View the [Accessibility Statements & Privacy Policies](#) of technologies used in this course.

Maricopa Systems

This course uses key Maricopa systems for course management and communication.

- Canvas Learning Management System
- Student Maricopa Gmail Account
- Maricopa Open Educational Resource Learning System (MOER)

Course Policies

The following are policies specific to this course. Students are also responsible for the college policies included on the [Student Regulations](#) page of the Maricopa Community College District website.

- **Due dates:** Due dates are Wednesday and Sunday (see Canvas). Late assignments will NOT be accepted after the due date and time unless the instructor approves an extension for a legitimate reason (see below). If you foresee having a busy week, you should plan and work in advance of the due dates. You may submit assignments and quizzes earlier than the due date.
- **Legitimate reasons for late work:** On rare occasions, the instructor will approve an extension for a few legitimate reasons:
 - Medical emergency: your own serious major illness or medical condition or that of your immediate family member. A doctor's note is required.
 - Mental health emergency: your own serious mental health emergency preventing you from completing day-to-day activities as the result of a psychological condition. A doctor or therapist's note is required.
 - Death of an immediate family member: includes your immediate family (parent, sibling, spouse, partner or child). It does NOT extend to grandparents, great grandparents, extended family, friends, pets, etc.
 - Major weather events: nationally noted storms, outages, weather abnormalities, etc., that compromise daily services or cause a student to be evacuated from their primary residence.
 - Military deployment: active duty personnel who have been deployed from their normal duty stations and National Guard and Reserve personnel called to federal active duty.
 - Technical issues that are the fault of SCC or MCCCCD.

If you have a legitimate reason as noted above, you must provide official documentation to the instructor within 24 hours of the due date in order. If approved, a new due date will be set.

- **Academic misconduct:** Academic misconduct includes any form of cheating (copying the work of others, having others to do your work, giving or receiving quiz or exam answers from other students, etc.) and plagiarism (copying ideas and/or words from others without correctly citing sources). Any academic misconduct will result in zero points for the assignment, and if egregious or repetitive, a failure from the course and an official report of misconduct.

Generative Artificial Intelligence (AI) Policy

Opening Statement Regarding Generative Artificial Intelligence (AI)

The World Economic Forum defines generative AI as “a category of artificial intelligence (AI) algorithms that generate new outputs based on the data they have been trained on. Unlike traditional AI systems that are designed to recognize patterns and make

predictions, generative AI creates new content in the form of images, text, audio, and more.”

Some examples of generative AI tools include but are not limited to: ChatGPT, Google Bard, Microsoft Copilot, Stable Diffusion, GrammarlyGo, and Adobe Firefly.

No Generative Artificial Intelligence (AI) Allowed

In this class, all work submitted must be your own. The use of generative AI tools will be considered academic misconduct (see Administrative Regulation 2.3.11 1.B(b)) and will be treated as such. If you are unsure if the tool or website you are using is a generative AI tool, please contact the instructor for further clarification before using the tool or website.

Grading Standards & Practices

Grade Scale

Your final course grade will be based on the following:

Letter Grade	Percentage	Points Range
A	90 – 100%	770 points and higher
B	80 – 89%	684-769 points
C	70 – 79%	599-683 points
D	60 – 69%	513-598 points
F	0 – 59%	Less than 513
W		One or more weeks without submitting any work

Response Time

Students can expect a response time of 24 hours for the instructor to respond to messages sent via the Canvas Learning Management System or email. Students can expect assignments to be graded within one week of the assignment’s due date.

Attendance Policy

You should log into the Canvas site at least twice per week. If an entire week passes without any kind of submission, I will withdraw you from the course per the college’s online participation policy. However, if you have a valid emergency that precludes you

from participating in the course for one week or more, please contact your instructor via Canvas messaging or by email.

Instructional Contact Hours (Seat Time)

Accelerated online is convenient, *but not easy*. You'll do the same amount of work as in an online 16-week class but in half the time. That means that the workload is double what you would normally have in a 16-week class. To be successful, expect to spend **5 to 6 hours per week** for this course. You may find it takes you more time or less time depending on your learning style and schedule.

Students are responsible for the information contained in this syllabus, the Syllabus page in your Canvas course and the **College Policies & Student Services** page found in the First Steps module of your Canvas course. Students will be notified by the instructor of any changes in course requirements or policies.