

University of Arkansas - Fort Smith
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General Syllabus

OMT 2343 Office Communication Essentials

Credit Hours: 3 Lecture Hours: 3 Laboratory or other types of Hours: 0

Pre- or Corequisite(s): ENGL 1203 English Composition I or required placement score

Effective Catalog: 2020-2021

I. Course Information

A. Catalog Description

Focus on understanding and communicating with customers, co-workers and supervisors, as well as writing skills and communicating clearly and concisely, appropriate style and tone.

B. Additional Information

None

II. Student Learning Outcomes

A. Subject Matter

Upon successful completion of this course, the student will be able to:

1. Demonstrate proficiency in written communications such as reports, memorandums, and letters.
2. Effectively create and present in multimedia platforms.
3. Exhibit effective oral communication skills.

B. University Learning Outcomes (ULO)

This course enhances student abilities in the following areas:

Global and Cultural Perspectives

Students will reflect upon cultural differences and their implications for interacting with people from cultures other than their own.

Communication Skills (written and oral)

Students will compose coherent documents appropriate to the intended audience.
Students will effectively communicate orally in a public setting.

Analytical Skills

Critical Thinking - Students will access and evaluate appropriate information through written and electronic means. Students will think critically to reach viable solutions to a problem and to justify those solutions.

Ethical Decision Making

Students will apply ethical concepts and rules to determine viable alternatives in any given situation.

III. Major Course Topics

- A. Business correspondence, memoranda, reports, and proposals
- B. Graphical and other visual elements for written and visual communication
- C. Writing styles for appropriate audience
- D. Visual presentation styles for appropriate audiences
- E. Design and management of a web site
- F. Edit and critique written and oral communication