

**AUSTIN COMMUNITY COLLEGE  
CONTINUING EDUCATION**

**BUSINESS COMMUNICATIONS  
(Special Topics in Business Communications)**

(20 hours)

**POFT 1091**

**COURSE SYLLABUS**

**Course Description:** Introduction to a practical application of basic language usage skills with emphasis on fundamentals of writing and editing for business. Also covers telephone techniques, time management, communications skills, dealing with difficult people, ethics, dress code, and interviewing skills.

**Objectives:** Every student will be able to:

- Demonstrate basic English language usage skills
- Apply writing and editing skills
- Proofread for correct grammar and punctuation
- Present reports and status effectively
- Demonstrate effective telephone techniques
- Apply time management techniques
- Demonstrate the ability to communicate effectively
- Use effective interviewing skills

**Rationale:** Basic communication skills are required in the business community. This course will enable students to efficiently apply the learned skills in daily office duties.

**Required Material:** None

**Type of Course:** Short Course

**Evaluation:** Students will be evaluated on their competency in performing a variety of hands-on exercises throughout the course. In order to grant CEU credit for a course the students must be able to complete assessment exercises for each part of the course given by the instructor. The instructor will validate each participant's achievement of the course objectives by signing and awarding individual certificates of completion.

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**Course Outline:**

I.	Importance of good communication skills	½ hour
II.	Review of correct grammar, spelling and punctuation	3 hours
	1. Basic rules	
	2. Common errors	
	3. Skill building workshop	
III.	Applying proofreading techniques	2 hours
IV.	Improving writing skills for more effective communication	2 ½ hour
V.	Editing what you and others write	1 hour
VI.	Speaking one-on-one	1 hour
VII.	Public speaking to small groups	2 hours
VIII.	Coaching new employees	1 hour
IX.	Using good telephone techniques	2 hours
X.	Handling difficult people	2 hours
XI.	Managing time	1 hour
XII.	Developing interviewing skills	2 hours