

**INTERAMERICAN UNIVERSITY OF PUERTO RICO  
METROPOLITAN CAMPUS  
BUSINESS FACULTY  
UNDERGRADUATE DEPARTMENT  
OFFICE SYSTEMS MANAGEMENT PROGRAM**

**SYLLABUS**

**I. GENERAL INFORMATION**

Course Title	Business Communication in English
Code and Number	OMSY 3040
Credits	Three (3)
Academic Term	
Professor	
Office Location and Hours	
Office Telephone	: (787) 250-1912 ext. 2384
E-Mail	

**II. DESCRIPTION**

Development of oral and written business communication skills in English. Writing and revision of business documents. Application of language rules and simple oral practices. Prerequisites: GEEN 1101 or equivalent and OMSY 1101 or GEIC 1010.

**III. PROGRAM LEARNING OUTCOMES**

**Office Systems Administration, A.A. and BBA**

- Be able to communicate in the oral and written form, in Spanish as well as in English, making use of diverse means that facilitate the achievement of the organizations' objectives.

**Business Administration, A.A.S.**

- Demonstrate knowledge of the basic elements in the areas of accounting, business communication, business development, economics, statistics, management, finance, marketing, quantitative methods, international business, and business information systems.
- Communicate effectively both orally and in writing in English and Spanish.
- Work as a team and demonstrate leadership in the business arena.
- Apply legal and ethical aspects in business administration.
- Show interest in participating in professional activities that contribute to their academic and professional development.

- Value a healthy organizational culture that interacts with the internal and external environment of the company.
- Manifest an ethical, legal, and socially responsible attitude in the processes of creation, development, or administration of a company.

### **Business Administration General, B.B.A.**

- Show knowledge in the liberal arts and sciences applied to business administration.
- Communicate effectively in the oral as well in the written form.
- Use information technology for the analysis and solution of problem of business administration.
- Develop the basic skills related to business administration.

## **IV. OBJECTIVES**

It is expected that upon completing the course, the student will be able to:

1. Explain oral and written communication impact in the workplace.
2. Use office technology effectively in the business communication process.
3. Organize, compose, and edit business documents, such as letters, interoffice memorandums, résumés, itineraries, agendas, and reports, among others.
4. Demonstrate positive attitudes and traits to succeed in diverse social and business environments.
5. Understand cross-cultural business communication challenges from a global perspective.
6. Demonstrate attitudes, characteristics and skills desirable and necessary to perform successfully in the business environment, such as: initiative, responsibility, positive attitude toward work, personal appearance, good interpersonal relationships, concentration, decision making, skills in handling time, skills of communication, confidentiality, an ability to work as a team member.

## **V. CONTENT**

- A. The Communication Process
  1. Communication in the Workplace
    - a. Communication Characteristics
    - b. Nonverbal, Listening, and Speaking Skills
    - c. Facing Communication Challenges
      - The communication process
      - Culture and communication
      - Workforce diversity

2. The Written Communication Process
  - a. The 4 Cs of Good Business Writing
  - b. Drafting Business Messages
    - Writing in a Positive, Unbiased, Reader-Focused Tone
    - Revising, Editing, and Proofreading Business Messages ○ Correct Use of Abbreviations and Acronyms ○ Use of the Dictionary ○ Proofreaders' Marks
3. Meeting Management
  - a. Objectives of a meeting
  - b. Formal meetings in the workplace
  - c. Suggestions to ensure a productive meeting
  - d. Meeting formats: advantages and limitations
4. Writing and Composition of Business Messages
  - a. Body of a message: Opening, Focus, Action, and Closing parts
  - b. Planning Written Business Message
    - The Direct Approach
    - The Indirect Approach
  - c. Basic parts of the body of Positive and Neutral News Messages
  - d. Persuasive Messages
  - e. Employment Messages
    - Resumé
    - Cover Letter/Follow-up Message

B. Technology and Electronic Communication

1. *Microsoft Word* editing tools
  - a. Speller
  - b. Grammar
  - c. Thesaurus
  - d. AutoCorrect
  - e. AutoText
  - f. Templates
2. Electronic Mail (E-mail)
  - a. E-mail Addresses
  - b. Effective E-mail Messages
  - c. E-mail Tips and Netiquette

**VI. LEARNING ACTIVITIES**

1. Individual and/or teamwork exercises
2. Presentations
3. Production of business documents

**VII. EVALUATION**

Formal Test I	15%
Formal Test II	15%
Quizzes	20%
Discussion Forums	10%
Business Letters (editing and composing)	20%
Final Test	20%
Total	100%

## **ASSESSMENT STRATEGY**

Portfolio

### **VIII. SPECIAL NOTES**

#### A. Auxiliary services or special needs

All students who require auxiliary services or special assistance must request them at the beginning of the course or as soon as they become aware that they need them, through the corresponding registry, in the Office of the Coordinator of services for students with disabilities, Dr. María de los Ángeles Cabello. She is located in the Counseling and Counseling Program, office 111, on the first floor of the John Will Harris building, extension 2306

#### B. Honesty, fraud and plagiarism

Dishonesty, fraud or plagiarism committed by a student constitutes a major violation of the General Student Regulations and can result in sanctions ranging from a written reprimand to suspension for a predetermined period of a year or more or permanent expulsion from the university, among other sanctions.

#### C. Use of electronic devices

Cellular telephones and any other electronic device that could interrupt the teaching-learning process or disrupt a milieu favorable for academic excellence will be deactivated. Critical situations will be dealt with in an appropriate manner. The use of electronic devices that permit the accessing, storing or sending of data during tests or examinations is prohibited.

#### D. Compliance with the Provisions of Title IX

The Federal Higher Education Act, as amended, prohibits discrimination because of sex in any academic, educational, extracurricular, and athletic activity or in any other program or function, sponsored or controlled by a higher education institution, whether or not it is conducted within or outside the property of the institution, if the institution receives federal funds.

In harmony with the current federal regulation, in our academic unit an Assistant Coordinator of Title IX has been designated to offer assistance and orientation in relation to any alleged incident constituting discrimination because of sex or gender, sexual harassment or sexual aggression. The

Assistant Coordinator Sr. George Rivera can be reached by phone at extension 2262 or 2147, or by e-mail [griverar@metro.inter.edu](mailto:griverar@metro.inter.edu).

The Normative Document titled Norms and Procedures to Deal with Alleged Violations of the Provisions of Title IX is the document that contains the institutional rules to direct any complaint that appears to be this type of allegation. This document is available in the Web site of Inter American University of Puerto Rico ([www.inter.edu](http://www.inter.edu))

## IX. EDUCATIONAL RESOURCES

### A. Textbook

Lehman, C. & Dufrene, D. (2016) *BCom 10*. (10<sup>th</sup> Ed.), or most recent edition. Cengage Learning.

### B. Supplementary Reading

[academic.cengage.com/businesscommunication/merrier](http://academic.cengage.com/businesscommunication/merrier)

### C. Audiovisual Equipment and Materials

1. Multi-media projector
2. Word Processor
3. Flash memory
4. Supplementary materials and exercises

### D. Online Videos

## X. BIBLIOGRAPHY (OR REFERENCES)

### A. Books

Camp, S. & Satterwhite, M. (2015). *College English and Business Communication*. (10<sup>th</sup> Ed.). McGraw-Hill Education.

Guffey, M. (2015) *Business Communication: Process and Product*. (8th Edition). Cengage Learning.

Lehman, C. & DuFrene. (2015). *BCOM 6* (6<sup>TH</sup>. Edition). Cengage Learning.

### B. Internet (Web Sites) Resources

#### Internet Resources

#### GRAMMAR

[The Blue Book of Grammar and Punctuation Confusing Words](#)

[Grammar Slammer!](#)  
[Guide to Grammar and Style](#)

## **ONLINE DICTIONARIES**

[Spanish-English Dictionary](#)  
[Merriam-Webster Online Search](#)  
[Cambridge Dictionaries Online](#)

## **WRITING STYLES**

[APA STYLE](#) (American Psychological Association)  
[General APA Guidelines](#)

Writing Effective Emails  
<http://www.mindtools.com/CommSkill/EmailCommunication.htm>

## **CROSS CULTURAL COMMUNICATION**

Suggested Reading:

[Cross-Cultural Communication Strategies](#)