

INTER AMERICAN UNIVERSITY OF PUERTO RICO
CAMPUS
DEPARTMENT OF _____

COURSE SYLLABUS

I. GENERAL INFORMATION

Course Title	:	Interactive Business Communication in English
Course Number	:	OMSY 3500
Credits	:	Three (3)
Academic Term	:	
Professor	:	
Office Hours	:	
Office Phone	:	
E-Mail	:	

II. COURSE DESCRIPTION

Development of oral communication skills and the effective use of enterprise vocabulary. Oral practice in simulations of office situations with the goal of improving pronunciation of the English language and reducing communication barriers. Technological resources will be used to develop and reinforce oral communication skills. Requires 45 hours of lecture-lab. Prerequisites: GEEN 1103 or its equivalent.

III. OBJECTIVES

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

1. express ideas orally with accuracy and clarity.
2. deliver oral presentations of business related topics and organizational issues.
3. apply communication tools effectively to reduce speech barriers.
4. communicate orally in providing possible solutions to situations commonly encountered by the office staff.
5. 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, and ability to work as a team member.

IV. COURSE CONTENT

- A. Unit I: How to prepare for an oral presentation and improve speaking skills
1. Voice enhancement techniques
 2. Vocabulary and pronunciation skills
 3. Nonverbal communication

4. Planning and preparing for a presentation
5. Presentation delivery techniques

B. Unit II: Communication at the Workplace

1. Communication process
2. Nonverbal, Listening, and Speaking Skills
3. Communication barriers
4. The interview process

C. Unit III: Telephone etiquette

1. Handle incoming and outgoing telephone calls accurately
2. Practice telephone dialogues
3. Asking for information
4. Making appointments
5. Transfer calls
6. Dealing with negatives customers
7. Taking orders, numbers, addresses, names, amounts
8. Communication between organizations

D. Unit IV: Human Resources Department

1. Definition
2. Identification of responsibilities
3. Legal Aspects
4. Support provided to organizational employees

E. Unit IV: Customer Service Department

1. Definition
2. Identification of responsibilities
3. Legal Aspects
4. Support provided to internal/external customers

F. Unit IV: Purchasing Department

1. Definition
2. Identification of responsibilities
3. Legal Aspects
4. Purchase process and/or order supports

G. Unit IV: Manufacturing Department

1. Definition
2. Identification of responsibilities
3. Legal Aspects
4. Provide support through manufacturing process

V. ACTIVITIES

- A. Prepare and practice constructive dialogues
- B. Deliver oral presentations
- C. Use of multimedia resources
- D. Use computer software to deliver presentations (such as *MS PowerPoint*)
- E. Record presentations

- F. Research and analyze operational process for the following departments:
1. Human Resources Department
 2. Customer Service Department
 3. Purchasing Department
 4. Manufacturing Department

VI. EVALUATION

Students' proficiency in communication will be measured based on the following criteria:

<i>Criteria</i>	<i>% of the final grade of each criteria</i>
Reading assignments	20%
Research assignments	20%
Discussion boards	10%
Interviews	15%
Presentations	25%
Final test	10%
Total	100%

Note: Grades will be assigned according to the standard percent scale.

VII. SPECIAL NOTES

A. Supporting Services or Special Needs

Students requiring additional services or special assistance must request these at the beginning of the course or as soon as they learn that they need them, through the appropriate register in _____.

B. Honesty, Fraud and Plagiarism

The lack of honesty, fraud, plagiarism and any other inadequate behavior in relation to academic work constitute major infractions sanctioned by General Student Regulations. Major infractions, according to General Student Regulations, may result in suspension from the University for a definite period of time greater than one year or the permanent expulsion from the University, among others sanctions.

C. Use of Electronic Devices

Cellular (mobile) 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.

VIII. EDUCATIONAL RESOURCES

A. Textbook

Lyons, N. (2012). *Interactive Project Management*. (1st Ed). Pixels, People.

IX. BIBLIOGRAPHY

A. Books

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

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

Lehman, C. & Dufrene, D. (2016) *BComm 7*. (7th Ed.). Cengage Learning.

B. Internet (Web Sites) Resources

How to communicate powerfully by e-mail
<http://www.mindtools.com/CommSkill/EmailCommunication.htm>

International Business Culture, Customs and Etiquette
www.executiveplanet.com

Revised: July 2015