

ENGL 0012 - WRITING IN THE WORKPLACE

Catalog Description

Prerequisite: Eligibility for ENGL 1A

Hours: 54 lecture

Description: Principles and practices of workplace writing. Includes organizing, writing, and revising clear, readable documents for the workplace, such as letters, memos, emails, summaries, reports, job application documents, instructions, proposals, and business graphics. (CSU)

Course Student Learning Outcomes

- CSLO #1: Evaluate the role of workplace writing in an organization.
- CSLO #2: Construct appropriate information for each document.
- CSLO #3: Compose workplace writing using effective writing strategies and utilizes appropriate formats.
- CSLO #4: Create with classmates at least one document.

Effective Term

Fall 2019

Course Type

Credit - Degree-applicable

Contact Hours

54

Outside of Class Hours

108

Total Student Learning Hours

162

Course Objectives

1. Evaluate the role of workplace writing in an organization, including analyzing ethical issues.
2. Describe and practice effective pre-writing techniques.
3. Identify specific purpose and analyze the particular audience of each document.
4. Gather appropriate information for each document.
5. Write effective technical documents that are well-developed and utilize appropriate formats.
6. Describe and practice level of language appropriate to purpose and audience of each document.
7. Produce documents that include one or more of each of the following: reports, procedures/instructions, memorandums, emails, letters, summaries, job application documents, proposals, visuals, and research project.
8. Describe and practice revision strategies to produce effective documents.
9. Identify, evaluate and incorporate visuals as appropriate to each workplace document.

10. Work collaboratively with classmates in small groups to develop at least one document.

General Education Information

- Approved College Associate Degree GE Applicability
 - AA/AS - English Composition
 - AA/AS - Writing Skills
- CSU GE Applicability (Recommended-requires CSU approval)
- Cal-GETC Applicability (Recommended - Requires External Approval)
- IGETC Applicability (Recommended-requires CSU/UC approval)

Articulation Information

- CSU Transferable

Methods of Evaluation

- Classroom Discussions
 - Example: In groups of four, examine student drafts of the research report. Brainstorm revision techniques to be applied to the drafts. Share with the class. Evaluation will be based upon relevance and accuracy of suggested revision.
- Objective Examinations
 - Example: Identify incorrect use of commas in standard business report provided. Correct comma usage, and explain comma rule used for correction. Exam will be graded upon accuracy of comma rules and conventions.
- Reports
 - Example: Write a business report based upon approved topics. Provide a clear objective, identify a specific audience, gain readers' interest with appropriate paragraphs, use of headings and sub-headings, bullets, graphs and pie charts for data. The report will be graded by its adherence to the above list.
- Skill Demonstrations
 - Example: Use information discussed in class and in your text to write four different types of letters: A complaint letter, an adjustment letter, a letter of inquiry, and a collection letter. Evaluation: This assignment will be evaluated based upon content, organization, syntax, diction and voice, use of visual aids, mechanics, and awareness of audience.

Repeatable

No

Methods of Instruction

- Lecture/Discussion
- Distance Learning

Lecture:

1. Critical Thinking - Following a lecture, the instructor will require the students to solve real-world problems, such as finding, comparing, synthesizing, and evaluating data to determine which particular type of workplace writing is the best for a given situation.

Distance Learning

1. Instructor will require reading in technical documents from journals in the students' particular major course of study. They will then be asked to share information from this "technical reading" with the

class, being careful to explain any jargon or processes unfamiliar to an audience not versed in their field of study.

Typical Out of Class Assignments

Reading Assignments

I. Read information about introduction and definition of workplace writing and be prepared to discuss the impact of effective writing in the workplace. II. In your text, read the chapter on professional ethics and plagiarism of workplace writing. Bring to class a sample of an ethical dilemma for discussion. III. Read examples of various types of letters and memos. IV. Read examples of various types of summaries. V. Read examples of trip and incident reports. VI. Read examples of various types of resumes. VII. Read examples of various types of visual aids appropriate to workplace documents. VIII. Read examples of progress reports. IX. Read examples of research-based reports. X. Read examples of various types of instructions. XI. Find, read one article therein, and bring to class at least one journal from the student's major discipline.

Writing, Problem Solving or Performance

I. Utilizing appropriate format and style conventions, write one memorandum and one email about new copy procedures for the workplace. II. After the presentation by the Sierra College Career Center, find a job position that you would like to apply for. Using the position as your guide, write a resume and cover letter. III. Develop a single line graph, multiple bar graph, formal table, and a pie graph for your fictitious organization's annual report. Decide what information is best represented by each of the four visuals.

Other (Term projects, research papers, portfolios, etc.)

I. Plan, develop, and write a research project specifically appropriate to each student's major course of study II. Work collaboratively in small groups to produce at least 3 documents: A. collaborate to write a progress report B. collaborate to write trip and incident reports C. collaborate to create 4 visual aids.

Required Materials

- Technical Writing: A Practical Approach
 - Author: William Sanborn Pfeiffer
 - Publisher: Prentice Hall
 - Publication Date: 2014
 - Text Edition: 8th
 - Classic Textbook?:
 - OER Link:
 - OER:
- Technical Communication for Readers and Writers
 - Author: Brenda R. Sims
 - Publisher: Houghton Mifflin
 - Publication Date: 2003
 - Text Edition: 2nd
 - Classic Textbook?:
 - OER Link:
 - OER:
- Workplace Communications: The Basics
 - Author: George J. Searles
 - Publisher: Longman

- Publication Date: 2016
- Text Edition: 7th
- Classic Textbook?:
- OER Link:
- OER:
- Technical Communication
 - Author: Mike Markel
 - Publisher: Bedford St. Martins
 - Publication Date: 2017
 - Text Edition: 12th
 - Classic Textbook?:
 - OER Link:
 - OER:

Other materials and-or supplies required of students that contribute to the cost of the course.