

**COURSE NAME:** CMM125 College Communications I

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Credit Value: 3  
Total Course Hours: 42  
Prerequisite Course(s): None  
Corequisite Course(s): None

## COURSE DESCRIPTION

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This first-level post-secondary course will help students in all programs develop their ability to communicate effectively in academic and vocational settings. The course requires students to meet first-year benchmarks for generic skills in researching, organizing, reframing, analyzing, writing, and presenting information.

## LAND ACKNOWLEDGEMENT

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Canadore College resides on the traditional territory of the Anishinaabeg and within lands protected by the Robinson Huron Treaty of 1850. This land is occupied by the people of Nipissing First Nation since time immemorial.

## PLAR INFORMATION

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This course is eligible for Prior Learning Assessment and Recognition. Students are advised to discuss options with their program coordinator.

## COURSE LEARNING OUTCOMES

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Upon completion of this course, the student will have reliably demonstrated the ability to:

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| <p>1.0 Plan communications using effective resources, problem-solving strategies, and decision-making skills.</p> <ul style="list-style-type: none"><li>1.1 Identify the variables in the communication process.</li><li>1.2 Analyze given situations and determine the appropriate audience, purpose, and message.</li><li>1.3 Establish a focus for the message.</li><li>1.4 Choose and apply correctly the format appropriate to the purpose.</li><li>1.5 Use language, style, and structure suitable to the audience and purpose.</li></ul> <p>2.0 Explain how communication skills fuel academic and career success, and explain why writing skills are vital in a digital, mobile, and social-media-driven world.</p> <ul style="list-style-type: none"><li>2.1 Demonstrate how to improve communication among diverse audiences.</li><li>2.2 Communicate in the form that fulfills the purpose and meets the needs of a particular audience.</li><li>2.3 Analyze the role of artificial intelligence (AI) in academic and professional communication,</li></ul> | <p>including its benefits, potential uses, limitations, and ethical concerns.</p> <p>3.0 Produce messages that meet acceptable standards of correctness.</p> <ul style="list-style-type: none"><li>3.1 Use correctly words that are commonly confused.</li><li>3.2 Edit messages to ensure the following punctuation marks are used correctly:<ul style="list-style-type: none"><li>3.2.1 terminal marks</li><li>3.2.2 commas</li><li>3.2.3 apostrophes.</li></ul></li><li>3.3 Recognize and correct the following grammar mistakes:<ul style="list-style-type: none"><li>3.3.1 subject-verb agreement errors</li><li>3.3.2 sentence fragments</li><li>3.3.3 run-on sentences</li><li>3.3.4 incorrect pronoun use.</li></ul></li><li>3.4 Spell correctly.</li></ul> <p>4.0 Demonstrate an understanding of intellectual property, copyright, and fair use of copyrighted material.</p> <ul style="list-style-type: none"><li>4.1 Adhere to the principles of academic integrity with respect to the use of words,</li></ul> |
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- concepts, patterns, images, or sounds from any source including textbooks, internet and library resources, social media, and content-generating tools such as artificial intelligence bots, apps, or other tools.
- 4.2 Submit work that is free of plagiarism as defined by Canadore College's Academic Integrity Policy.
- 4.3 Apply ethical considerations in dealing with all information sources.
- 4.4 Represent work attributable to others according to the American Psychological Association (APA) style of documentation.
- 4.4.1 Employ in-text citations using APA documentation standards.
- 4.4.2 Create reference lists according to APA documentation standards.
- 5.0 Collect, organize, and analyze relevant and necessary information from a variety of sources.
- 5.1 Demonstrate secondary research skills using suitable print and electronic resources.
- 5.2 Demonstrate primary research skills using interviews, surveys, questionnaires, anecdotal reports, and/or personal experience, as required.
- 5.3 Separate the relevant from the irrelevant according to the established focus.
- 5.4 Evaluate sources for reliability and credibility.
- 5.5 Group and sequence the selected information.
- 5.6 Evaluate and draw conclusions as needed from the selected and organized information.
- 5.7 Evaluate the processes used.
- 6.0 Reframe information, ideas, and concepts in ways that demonstrate understanding.
- 6.1 Represent verbally the collected information by summarizing, paraphrasing, outlining, and/or quoting directly, as required.
- 6.2 Represent graphically the collected information, as required.
- 6.3 Evaluate the representation for consistency of meaning with the source.
- 7.0 Produce effective essays or informal reports.
- 7.1 Use narrative-descriptive, process analysis, cause and effect, comparison/contrast, classification and/or persuasion writing techniques to produce short essays or informal reports.
- 8.0 Produce various types of business correspondence.
- 8.1 Prepare effective and correctly formatted memoranda, letters, and/or electronic messages such as email, text messages, blogs, social media posts, and/or public-facing online content.
- 8.2 Demonstrate an understanding of short report format.
- 9.0 Use oral communication strategies to share information, express ideas, and build relationships.
- 9.1 Demonstrate a variety of interpersonal communication skills, including collaboration, negotiation, and/or conflict resolution.
- 9.2 Effectively apply active listening skills.
- 9.3 Prepare professional presentations to share and/or analyze information (optional).
- 9.4 Outline the role of non-verbal communication, including eye contact, posture, gesture, pitch, and tone.
- 9.5 Provide, receive, and reflect on critical feedback to and from others.
- 10.0 Demonstrate the professionalism, punctuality, reliability, and work ethic required for employment.
- 10.1 Show up for every class on time and with the tools and focus needed for the job.
- 10.2 Prepare for class work by reading preparatory materials and by completing homework.
- 10.3 Make a positive contribution to classroom discussion.
- 10.4 Manage time and other resources to attain personal and/or project-related goals and meet deadlines.
- 10.5 Assess progress and, when appropriate, adjust plans.
- 11.0 Employ written and oral critical reflection techniques to improve communication knowledge and practices.
- 11.1 Critically reflect on personal thoughts and actions.

11.2 Critically reflect on interactions with others, including interactions that take place face-to-face and online.

11.3 Use self-analysis and reflection to examine personal communication styles and the attitudes, beliefs, and values that underlie them.

11.4 Critically reflect on selected concepts, theories, or methodologies.

11.5 Critically reflect on ethical, political, or social contexts.

12.0 Optional - Demonstrate an understanding of successful job strategies.

12.1 Develop a personal strategy for the job search.

12.2 Identify the components of an effective resume, including but not limited to appropriate and correct contact information and summaries of skills, experience, and education.

12.3 Select and package information for the job search.

## GENERAL EDUCATION

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This is not a General Education course.

## PROGRAM OUTCOMES

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This course contributes to the following Ministry of Colleges and Universities approved program learning outcomes (PLO):

### Behavioural Science Technician

4. Adhere to federal, provincial, and professional policies and regulations associated with Applied Behaviour Analysis (ABA).

### Behavioural Science Technology

2. Design, implement and evaluate therapeutic interventions for individuals and/or groups, based on principles of learning and behaviour therapy, current research and evidence-based practice.

### Biotechnology Technician

9. Prepare, maintain and communicate scientific data effectively.

10. Develop and present a strategic plan for ongoing personal and professional development to enhance work performance.

### Biotechnology Technologist

9. Prepare, analyze, interpret, maintain and communicate scientific data effectively.

10. Develop and present a strategic plan for ongoing personal and professional development to enhance work performance.

### Building Construction Technician

1. Develop and use strategies for ongoing professional development to remain current with industry changes, enhance work performance and explore career opportunities.

### Business Fundamentals

3. Use current technologies to support an organization's business initiatives.

4. Apply basic research skills to support business decision making.

6. Describe marketing and sales concepts used to support the operations of an organization.

8. Outline the functional areas of a business and their inter-relationships.

### Business- Accounting

5. analyze organizational structures, the interdependence of functional areas, and the impact those relationships can have on financial performance.

6. analyze, within a Canadian context, the impact of economic variables, legislation, ethics, technological advances and the environment on an organization's operations.

8. contribute to recurring decision-making by applying fundamental financial management concepts.

#### Carpentry and Renovation Techniques

1. Identify and use strategies to enhance work performance and continued learning to keep pace with industry changes.

#### Community Justice Services

1. communicate in a manner consistent with professional ethics and practice, and a respect for self, others, and relevant law, policies and legislation.
4. collect information, observe, monitor, record and assess client behaviour accurately in compliance with legal and organizational requirements.
6. develop and maintain positive working relationships with colleagues, supervisors and community justice stakeholders to maintain a productive, professional and safe working environment.

#### Dental Hygiene

1. practise in a professional and competent manner within the defined scope of practice and consistent with current regulations and standards of practice.
4. analyze oral health issues in need of advocacy, identify networks and promote actions that will support change and facilitate access to care.
6. establish and maintain professional and interprofessional relationships which contribute to client care safety and positive health care outcomes.
7. facilitate the development of specific oral health attitudes, knowledge, skills, and behaviours in clients by selecting and utilizing principles of teaching and learning.

#### Enterprise Analysis and Research

2. Utilize current technologies to manipulate data sets, correlate information and communicate results in order to support strategic decisions.
3. Prepare and present complex materials visually, verbally, in writing and digitally for a variety of audiences, purposes and levels of detail using specialized software.
7. Examine enterprise practices to determine opportunities for process optimization.

#### Graphic Design

5. Communicate ideas, design concepts and opinions clearly and persuasively to others.

#### Mechanical Techniques- Plumbing

1. Complete all work in compliance with current legislation, standards, regulations and guidelines.
2. Contribute to the application of quality control and quality assurance procedures to meet organizational standards and requirements.

#### Mental Health and Addiction Worker

3. Apply effective oral and written communication skills to enhance the quality of services.

#### Motive Power Fundamentals- Motorcycle and Sport Vehicle Repair

12. Apply business practices and communication skills to improve customer service.

#### Motive Power Technician

13. apply business practices, project management skills, and communication skills to improve customer service.

#### Personal Support Worker

1. Work within the personal support worker role in various care settings in accordance with all applicable legislation, standards, employer job descriptions, policies, procedures and guidelines.
2. Practice professionally, and be accountable for one's own actions by applying problem-solving, self-awareness, time management and critical thinking to the provision of care as a personal support worker, whether working independently or as a member of a team.
3. Practice as an engaged member of the interprofessional team to maintain collaborative working

relationships for the provision of supportive, safe, responsive and competent client-centred care within care settings.

4. Provide person-centred care, based on ethical principles, sensitive to diverse personal and family values, beliefs, cultural practices and other needs, which follows the plan of care.
5. Establish and maintain therapeutic relationships with clients and their families using effective communication skills to build a genuine, trusting, and respectful partnership, in accordance with professional boundaries, employer policies, confidentiality, and privacy legislation.
6. Identify relevant client information within the roles and responsibilities of the personal support worker using observation, critical thinking, and effective communication skills to report and document findings.
7. Create, promote and maintain a safe and comfortable environment for clients, their families, self and others by implementing current infection prevention and control measures, emergency and first aid procedures, and best practices in pandemic planning that are in keeping with the plan of care, all applicable legislation, and employer policies and procedures.
8. Assist clients across the lifespan with activities of daily living by applying fundamental knowledge of growth and development, psychological concepts, common alterations in functioning, health promotion, disease prevention, rehabilitation and restorative care, and holistic health care.
9. Assist the client with medication following the client's plan of care, and if a delegated act, under the supervision of a regulated health professional or done by exception under the most accountable person and in accordance with all applicable legislation and employer policies.
10. Assist with household management services and instrumental activities of daily living in accordance with the plan of care and considering the preferences, comfort, safety and autonomy of clients, families and significant others.
11. Assist and support clients who are caregivers, considering individual and family choices, professional boundaries and the direction of the plan of care.
12. Identify, respond to and report potential, alleged, suspected or witnessed situations of abuse and/or neglect, as required by all applicable legislation, including the Retirement Home Act, 2010 and the Long-Term Care Home Act, 2007, and as required with the employers' job description for the personal support worker.
13. Assist with the provision of holistic health care and advocacy for culturally safe and spiritually sensitive palliative and end-of-life care to clients and to their families and significant others from diagnosis through to death and bereavement, and in accordance with clients' choices and the plan of care.
14. Provide client-centered and client-directed care to individuals experiencing various mental health illness and challenges, cognitive and intellectual impairments, and/or responsive behaviours by using supportive approaches and evidence-based practices to promote positive and safe behaviours in clients.

#### Respiratory Therapy

3. Establish and maintain therapeutic relationships and communicate in a culturally sensitive manner with diverse patients/clients\* and their families to support cardio-respiratory\* health.
9. Complete written and electronic documentation of patient/client\* care to meet legal, organizational and professional requirements.
11. Engage in reflective practice\* and ongoing professional development activities to maintain and enhance competence in the field of respiratory therapy.

#### Social Service Worker

1. develop respectful and collaborative professional and interpersonal relationships that adhere to professional, legal, and ethical standards aligned to social service work.
2. record information accurately and communicate effectively in written, digital, verbal and non-verbal ways, in adherence to privacy and freedom of information legislation, in accordance with professional and workplace standards.

6. develop strategies and approaches that support individual clients, groups, families and communities in building the capacity for self-advocacy, while affirming their dignity and self-worth.

#### Social Service Worker- Gerontology

1. develop respectful and collaborative professional and interpersonal relationships that adhere to professional, legal, and ethical standards aligned to social service work.

2. record information accurately and communicate effectively in written, digital, verbal and non-verbal ways, in adherence to privacy and freedom of information legislation, in accordance with professional and workplace standards.

6. develop strategies and approaches that support older adult individual clients, their families, groups and communities in building the capacity for self-advocacy, while affirming their dignity and self-worth.

#### Trades fundamentals

6. use computer systems and manage electronic information and communications at a level required by industry.

### ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES

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This course contributes to the following Ministry of Colleges and Universities approved essential employability skills (EES) outcomes:

1. Communicate clearly, concisely, and correctly in the written, spoken, and visual form that fulfils the purpose and meets the needs of the audience.
2. Respond to written, spoken, or visual messages in a manner that ensures effective communication.
4. Apply a systematic approach to solve problems.
5. Use a variety of thinking skills to anticipate and solve problems.
6. Locate, select, organize, and document information using appropriate technology and information systems.
7. Analyse, evaluate, and apply relevant information from a variety of sources.
8. Show respect for the diverse opinions, values, belief systems, and contributions of others.
9. Interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals.
10. Manage the use of time and other resources to complete projects.
11. Take responsibility for one's own actions, decisions, and consequences.

### EXTERNAL COURSE ACCREDITATIONS AND CONDITIONS

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There are no external accreditations or conditions identified for this course.

### COURSE EVALUATION

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Evaluation Item	Weight
Learning Activities	40
Assessments	40
Grammar	20

### COURSE PASS GRADE

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50

## GRADING SYSTEM

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A+:	90-100%	B+:	77-79%	C+:	65-69%	D:	50-54%	S - Satisfactory
A:	85-89%	B:	73-76%	C:	60-64%	F:	0-49%	I - Incomplete
A-:	80-84%	B-:	70-72%	D+:	55-59%			F- Repeat Course, included in GPA
								FS- Failure Supplemental
								FR- Repeat course, excluded from GPA

\*For a complete chart of grades and descriptions, please see the Grading Policy.

## LEARNING RESOURCES

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No textbooks have been identified for this course.

Additional Learning Resources:

All resources are provided in the course.

Please see the [Campus Bookstore](#) to verify the current textbook costs and your [program page](#) for additional program fees and/or learning material requirements (see the "Tuition Fees" and "What You Need" sections).

Resources listed on the course outline support the achievement of learning outcomes, and may be used throughout the course to varying degrees depending on the instructor's teaching methodology and the nature of the resource.

Technology requirements - <https://www.canadorecollege.ca/BYOD>

The Harris Learning Library's staff can help you find resources to support your learning - [www.eclibrary.ca](http://www.eclibrary.ca)

## LEARNING ACTIVITIES

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Lectures

In-class activities and assessments

Small and large group discussions

Team and individual writing assignments

Class presentations (optional)

## DELIVERY MODE

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This course may be delivered, in whole or in part, in a number of modalities, including In-Person, Remote (synchronous and/or asynchronous), hybrid, or Hyflex, as per accreditation and/or regulatory standards where

appropriate. This information is identified on the course schedule (student and faculty).

## RECORDING GUIDELINES

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This class may be recorded by faculty of the College. Faculty will inform students when recording of the class commences and ceases. 'Recorded' means that the audio-visual and chat portions of the class will be recorded and then be stored on the College or vendor provider server. They will be made available to students, but only for the express and sole use of those registered in this course. If you have any questions or concerns about this recording, please contact your instructor or the College's privacy officer at [privacy.officer@canadorecollege.ca](mailto:privacy.officer@canadorecollege.ca). Full recording guidelines can be found at: <https://cdn.agilitycms.com/canadore-college/academic-centre-of-excellence/Canadore%20Recording%20Guidelines.pdf>. Recordings are to be managed (or removed) as per the College's Recording Guidelines following the completion of the course.

## ACADEMIC POLICIES

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Canadore College is committed to the highest standards of academic integrity, and expects students to adhere to these standards as part of the learning process in all environments. The College's Academic Integrity policy seeks to ensure that all students understand their rights and responsibilities in upholding academic integrity and that students receive an accurate and fair assessment of their work. Please review the Academic Integrity policy (A-18) and other academic policies found on our website: <https://www.canadorecollege.ca/about/policies>.

## COLLEGE POLICIES

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- Protecting human rights in support of a respectful college community

For college policies please see: <http://www.canadorecollege.ca/about-us/college-policies>.

## Accessibility Learning Services for Students with Disabilities - Student Success Services

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Student Success Services provides comprehensive support to students. We aim to ensure that all students have equal access to educational opportunities and can succeed in their academic journey. Our services focus on reducing and eliminating barriers related to education through individualized accommodations and support. If you are a student with a disability, we encourage you to register with Accessible Learning by completing the Student Success – Accessible Learning Services Form ([https://canadorecollege-accommodate.symplicity.com/public\\_accommodation/](https://canadorecollege-accommodate.symplicity.com/public_accommodation/)).

For more detailed information about the services offered, please visit our webpage: <https://isucceed.canadorecollege.ca/students>. To connect with Student Success Services email [studentsuccessnow@canadorecollege.ca](mailto:studentsuccessnow@canadorecollege.ca) or call 705.474.7600 ext 5205.

## FIRST PEOPLES' CENTRE:

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A culturally supportive and comfortable environment where you can study, socialize, and access a wide range of resources and confidential student focused services.

- Counselling services
- Elders on Campus and Cultural Advisors
- Cultural and Spiritual Wellness
- Peer tutoring/Peer Mentorship
- wholistic support network
- Social events and workshops on study skills, self-care & life skills

Drop by our offices at C254 College Drive, W103 Commerce Court or Call 705-474-7600 Ext. 5961

<https://www.canadorecollege.ca/first-peoples-centre>

## WAIVER OF RESPONSIBILITY

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Every attempt is made to ensure the accuracy of this information as of the date of publication. The college reserves the right to modify, change, add, or delete content.

## HISTORICAL COURSE OUTLINES

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Students use course outlines to support their learning. Students are responsible for retaining course outlines for future use in applications for transfer of credit to other educational institutions.