

**University of Arkansas – Fort Smith**

5210 Grand Avenue  
P.O. Box 3649  
Fort Smith, AR 72913  
479-788-7000

**General Syllabus**

**OMT 2344 Office Communication Essentials**

**Credit Hours:** 4

**Lecture Hours:** 2

**Lab Hours:** 4

**Prerequisite:** ENGL 1203 Composition I

**Effective Semester:** Summer I 2015

**I. Course Information**

**A. Catalog Description**

Focus on understanding and communicating with customers, co-workers and supervisors, as well as writing skills and communicating clearly and concisely, appropriate style and tone.

**II. Student Learning Outcomes**

**A. Subject Matter**

Upon completion of this course, the student will be able to:

1. General technical and professional communication strategies
2. Research strategies
3. Technical strategies
4. Professional strategies
5. Presentation strategies

**B. University Learning Outcomes**

This course enhances student abilities in the following areas:

**Global and Cultural Perspectives**

Students will reflect upon cultural differences and their implications for interacting with people from cultures other than their own.

**Communication Skills**

Students will compose coherent documents appropriate to the intended audience.  
Students will effectively communicate orally in a public setting.

**Technological Skills**

Students will be able to use technology to access information. Students will be able to use technology to effectively communicate.

**Analytical Skills**

Students will access and evaluate appropriate information through written and electronic means. Students will think critically to reach viable solutions to a problem and to justify those solutions.

**Ethics**

Students will apply ethical concepts and rules to determine viable alternatives in any situation.

**III. Major Course Topics**

- A. Recognize, produce and present business correspondence, memoranda, reports, and proposals.
- B. Communicate in a clear manner.
- C. Produce and use graphical and other visual elements into written and visual communication.
- D. Adapt a writing style to the appropriate audience.
- E. Adapt a visual presentation style to the appropriate style of audience.
- F. Create visually appealing web pages by designing and managing a web site.
- G. Create, compose, edit and critique all forms of written and oral communication.
- H. Create, design and produce documents and presentations for the appropriate audience.