1.0 Course Description

This workshop course introduces students to the theory and strategies of successful written and oral communications in retail management. Students apply communication theory in a variety of activities based on specific professional situations, and practice selecting and organizing pertinent information. They learn to express ideas clearly, develop sensitivity to audience and tone, and produce oral and written messages that are well received and acted upon in the manner intended by the author. **Lab: 3 hours.**

2.0 Course Objectives/Learning Outcomes

- To develop sensitivity to language and tone, learn to organize and convey ideas and information textually, visually, and orally
- To analyze audience, situation, and medium to create messages that respond strategically to practical challenges and situations
- To write and speak ethically and effectively in a variety of organizational genres and discourse communities

3.0 Topics Covered

3.1 Professional communication theory and practice
3.2 Audience analysis
3.3 Routine communication
3.4 Persuasive communication
3.5 Negative messages
3.6 Informative oral presentations
3.7 Communication in meetings and work groups

All topics will be covered, but not necessarily in the order listed above.
4.0 Teaching Method

4.1 Workshops

In this workshop course, students have the opportunity to prepare assignments in class with the guidance and supervision of the instructor.

4.2 Graded Assignments

Students will prepare at least four written assignments (correspondence and a short management report) and two professionally based oral presentations. The weighting of each assignment will be announced by the instructor.

5.0 Course Materials

5.1 Textbook


5.2 Additional Reference


6.0 Course Policies

6.1 Students must adhere to university policies; see http://www.ryerson.ca/senate/policies. The most relevant policies are the following:

- Policy #46 Policy on Grading, Promotion, and Academic Standing ("GPA Policy")
- Policy #60 Academic Integrity
- Policy #61 Student Code of Non-Academic Conduct
- Policy #134 Undergraduate Academic Consideration and Appeals
- Policy #135 Examination Policy
- Policy #145 Course Management Policy
- Policy #150 Accommodation of Student Religious, Aboriginal and Spiritual Observance
- Policy #157 Establishment and Use of Ryerson Student E-Mail Accounts For Official University Communication
- Policy #159 Academic Accommodation of Students with Disabilities
6.2 Print and Digital Copying Guidelines

Ryerson University complies with Canada’s Copyright Act which protects both creators/owners and users of copyrighted materials. Students should familiarize themselves with Ryerson’s Copyright policies and procedures, and contact the Copyright and Scholarly Engagement Librarian at copyrt@ryerson.ca for questions, concerns and clarification of the copyright rules.

6.3 Turnitin.com

By taking this course, students agree that all required papers may be subject to submission for textual similarity review to Turnitin.com for the detection of plagiarism. All submitted papers will be included as source documents in the Turnitin.com reference database solely for the purpose of detecting plagiarism of such papers. Use of the Turnitin.com service is subject to the terms of use agreement posted on the Turnitin.com site. Students who do not want their work submitted to this plagiarism detection service must, by the end of the second week of class, consult with the instructor to make alternative arrangements.

Please note the following from Policy 145 Course Management Policy:

4.3.1.2 Even when an instructor has not indicated that a plagiarism detection service will be used, or when a student has opted out of the plagiarism detection service, if an instructor has reason to suspect that an individual piece of work has been plagiarized, the instructor is permitted to submit that work in a non-identifying way to any plagiarism detection service.

6.4 Email Communication

Ryerson requires that any official or formal email communication from students be sent from their official Ryerson electronic accounts.

6.5 Video and Audio Recording

No video or audio recording is permitted in class without the express permission of the instructor.

7.0 Ryerson’s Learning Management System

Ryerson University supports Brightspace by D2L as its official Learning Management System. University Policies governing Brightspace have been documented at the Courses @ Ryerson Privacy and Security website.