Course Outline

Course Title	Workplace Communication Skills for Technology
Total Course Hours	180
Prerequisites	Canadian Language Benchmark (CLB) 6 to 8
	Prior knowledge or experience in architectural technology; electrical, environmental, manufacturing or mechanical engineering technology; or information technology.

Course Description

This course focuses on the language and socio-cultural communication requirements for working in the technology sector at CLB 6 to 8. It addresses the language and communication skills needed to obtain information about projects, processes, procedures and specifications; communicate by telephone; manage interactions with colleagues; introduce oneself in work-related situations; undertake employment and work-related interviews; and network effectively. Sector background knowledge and culture relevant to the workplace context in Ontario are addressed in communication practice tasks.

Global Outcome

On successful completion of the 180-hour OSLT course, participants will be able to demonstrate the communication skills required to carry out key functions described above within one of the technology occupations included in the course. These skill outcomes are broken down by unit as follows.

Unit Outcomes

Unit 1	**Working in Technology** ▪ Describe your employment background, experience and goals in language appropriate for the technology sector in Ontario. ▪ Introduce yourself in a professional context.
Unit 2	**Gathering and Sharing Information** ▪ Ask questions clearly, accurately and appropriately to obtain information about projects, processes, procedures or specifications. ▪ Give a short presentation in an organized and coherent manner using visuals. ▪ Write a short memo-style report.
Unit 3	**Communicating Using Technology** ▪ Open, participate in and close telephone calls appropriately. ▪ Record a professional voicemail message. ▪ Write an email message clearly, effectively and appropriately.

Course Outline (cont.)

Unit 4	**Managing Interactions** ▪ Participate effectively in team meetings. ▪ Use appropriate communication strategies to manage workplace conflicts.
Unit 5	**Moving Forward in Technology** ▪ Introduce yourself within the context of your profession. ▪ Respond appropriately to interview questions.

Assessment Process

At the end of the course, you will complete a series of assessment tasks and your performance on them will determine your final achievement level for the course.

Your instructor will provide informal feedback on your communication skills in class and a written summary of your progress with respect to the unit outcomes at the end of Units 1 through 4.

Course Expectations

In order to increase your communication skills, cultural competence and confidence in undertaking tasks common to technology workplaces, your instructor will expect you to attend regularly so that you will have the opportunity to

- participate in discussions, dialogues and role-plays.

- read and respond to course handouts and other written materials.

- use a variety of communication technologies (such as the telephone or voicemail) that are useful for developing language skills as well as for operating within a technology workplace in Canada.

- complete online and other homework assignments, as required.