

Communicating in the Workplace

Administrative Accounting and Bookkeeping Program

Student Outline

Course Details

- Course Code: LEAD 1208
 - Dates: 24 Oct to 12 Dec 2025
 - Instructor: Daniel Thorpe
- Section: 32104
Times: 1:00p–4:00p
danielthrpe@gmail.com

Topic Outline

Day One, 24 October 2025

- Welcome & Administration
- A. The Communication Process
- B1. Choosing a Channel
- B2. Overcoming Barriers to Communication
- Student Introductions

Day Two, 31 October 2025

- Review & Quiz
- A. Communicating in Writing
- B. Storytelling

Day Three, 7 November 2025

- Review & Quiz
- A. Routine & Persuasive Messages
- B. Negative Messages
- C. Oral Presentations

Day Four, 14 November 2025

- Review & Quiz
- A. Practice Presentations
- B. Take Control of Email

Day Five, 21 November 2025

- Review & Quiz
- A. Practice Presentations
- B1. Reports & Other Writing Formats
- B2. Plagiarism, AI, Citing Sources

Day Six, 28 November 2025

- Review & Quiz
- A. Practice Presentations
- B1. Difficult Conversations
- B2. Performance Interviews, Counselling

Day Seven, 5 December 2025

- Review & Quiz
- A. Difficult Conversations Practice
- B. Effective Meetings
- Final Written Assignment Due

Day 8, 12 December 2025

- A. Principles of Workplace Communication
- B. Ethical Standards of Workplace Communication
- Review & Wrap-Up

Handouts

All handouts will be available in .pdf format at:
<https://www.wobblythumb.ca/citw/>

Grading

Letter Grade: A–F

Passing Grade: C

Evaluation

- 40%: Written Assignments
- 35% Presentation Assignments
- 15% Difficult Conversations Assignment
- 10% Attendance & Participation

Letter Grade Percentages

A+:	90-100%
A:	85-89%
A-:	80-84%
B+:	76-79%
B:	72-75%
B-:	68-71%
C+:	64-67%
C:	60-63% (Minimum Pass)
C-:	55-59%
D:	50-54%
F:	0-49%