

Communicating in the Workplace

Administrative Accounting and Bookkeeping Program

Student Outline

Course Details

- Course Code: LEAD 1208 | Section: 12332
- Dates: 20 Feb to 17 Apr 2026 (No class 3 Apr 2026)
- Times: 1:00p–4:00p
- Instructor: Daniel Thorpe | danielthorpe@gmail.com

Topic Outline

Day One, 20 Feb 2026

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

Day Two, 27 Feb 2026

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

Day Three, 6 Mar 2026

- Review & Quiz
- A1. Routine & Persuasive Messages
- A2. Negative Messages
- B. Oral Presentations

Day Four, 13 Mar 2026

- Review & Quiz
- A. Effective Meetings
- B. Taking Control of Email

Day Five, 20 Mar 2026

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

Day Six, 27 Mar 2026

- Review & Quiz
- A. Difficult Conversations
- B. Performance Interviews, Counselling

Day Seven, 10 April 2026

- A. Review & Final Exam
- B. Final Presentations
- Final Written Assignment Due

Day 8, 17 April 2026

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

Handouts

All handouts will be available in .pdf format at:
wobblythumb.ca/citw/

Grading

Letter Grade: A–F

Passing Grade: C

Evaluation

- 10% Attendance & Participation
- 35%: Written Work (Quizzes, Presentation Outlines, Assignments...)
- 15% Practice Presentations
- 30% Final Presentation
- 10% Final Exam

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%