

# BUSINESS COMMUNICATIONS



**Course Overview:** Professionals are required to communicate effectively and in a meaningful way with coworkers and clients. Students will learn the skills necessary to write effectively in the business environment. In doing so, they must also have a good understanding of proper grammar skills. This course covers the parts of speech and focuses on how to use nouns and verbs, pronouns, adjectives, and adverbs, as well as prepositions and conjunctions. Additionally, this course covers the fundamentals of effective sentence construction, including such things as subject-verb agreement, the active versus the passive voice, and phrases and clauses. Lastly, this course covers punctuation and mechanics, synonyms, antonyms, and homonyms, as well as commonly misused and misspelled words.

Title/Unit	Topics
<b>Unit 1 – Nouns and Verbs</b>	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Understanding Nouns</li> <li>• Understanding Verbs</li> <li>• Understanding Verb Tenses</li> </ul>
<b>Unit 2 – Pronouns, Adjectives, and Adverbs</b>	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Understanding Pronouns</li> <li>• Understanding Adjectives and Adverbs</li> <li>• Unit 2 Assessment – Pronouns, Adjectives, and Adverbs</li> </ul>
<b>Unit 3 – Prepositions and Conjunctions</b>	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Understanding Prepositions</li> <li>• Conjunctions and Interjections</li> <li>• Prepositions and Conjunctions</li> </ul>
<b>Unit 4- Word Choice</b>	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Understanding Word Choice</li> <li>• Word Choice</li> </ul>
<b>Unit 5 – Punctuation and Mechanics</b>	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Commas, Colons, Dashes and Hyphens</li> <li>• Parentheses, Apostrophes, and</li> <li>• Punctuation</li> <li>• Quotation Marks</li> <li>• Ellipses, Italics, and Numbers</li> <li>• Correct Capitalization</li> <li>• Assessment – Punctuation and Mechanics</li> </ul>
<b>Unit 6 – Synonyms, Antonyms, and Homonyms</b>	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Understanding the Fundamentals</li> <li>• Synonyms, Antonyms, and Homonyms</li> </ul>
<b>Unit 7 – Misused and Misspelled Words</b>	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Using Words Correctly</li> <li>• Avoiding Spelling Errors</li> <li>• Unit 4 Assessment – Misused and Misspelled Words</li> </ul>
<b>Unit 8 Effective Sentences</b>	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Sentence Fundamentals</li> <li>• Effective Sentences</li> </ul>
<b>Unit 9 – Forming Sentences Correctly</b>	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Phrases and Clauses</li> <li>• Sentence Classification</li> <li>• Forming Sentences</li> <li>• Correctly</li> </ul>
<b>Unit 10 Agreement Rules</b>	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Subject, Verb, and Pronoun Agreement</li> <li>• Agreement Rules</li> </ul>
<b>Unit 11 Improving Sentence Structure</b>	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Sentence Structure</li> <li>• Tips for Effective Sentences</li> <li>• Improving Sentence Structure</li> </ul>
<b>Unit 12- The Writing Process</b>	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Steps to Effective Writing</li> <li>• The Writing Process</li> </ul>
<b>Unit 13 – Improving Your Writing</b>	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Writing Sentences and Paragraphs</li> <li>• Improving your Writing</li> </ul>
<b>Unit 14 – Improving Your Business Writing</b>	<ul style="list-style-type: none"> <li>• Unit Overview and Objectives</li> <li>• Writing Business Documents</li> <li>• Opinionated Writing</li> <li>• Improving your Business Writing</li> </ul>

## What is Included

We are committed to providing quality training and support. Our training includes the following:

- **One Year Access-** All trainees will have 1 year 24/7 access to training portal
- **Textbook(s) and authors:** Access to the online certification reference manuals
- **E-Reference Library-** One year 24/7 access to E-Reference library. This library will allow trainees to have access to additional reading books and materials in a variety of subject matters.
- **Exercises:** A series of exercises that will assess your comprehension and application of the principles covered in the course. Once you answer the assignment questions, you may compare your answers to the answer key and review any incorrect question subjects.
- **Lesson Quizzes/Tests:** Upon completion of each lesson and exercises, there is a lesson Quiz. These quizzes will assess your comprehension of the concepts covered within the lesson presentations. The grade achieved on these quizzes will be saved in your training portal so that you can track your progress as you take the course.
- **Final Exam:** Upon completion of all the activities in the course, there is a final exam. The exam will focus on all the material covered throughout the course, including reading assignments. The results achieved on the final exam will be saved in the grade section of your training portal for your review.
- **Exam Prep** To test your knowledge on the skills and competencies being measured by the vendor certification exam. Test Prep can be taken in either Study or Certification mode.
  - **Study Mode** is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented.
  - **Certification Mode** is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
- **Technical Support** You will also have access to Instructional and Technical Support. Support may be reached as follows:
  - **Chat:** clicking the icon in the online classroom entitled, 'Connect with Support.' A help desk specialist is available Monday-Saturday via instantaneous chat mode.
    - o Monday-Thursday 8am-11pm
    - o Friday 8am-6pm
    - o Saturday 11am-6pm
  - **E-Mail:** During those hours when online support is not available, instructional support will contact you within 24 business hours.

**Call for a Complementary Cert Coaching Session 866-700-3636**