

Columbia College
English for Professional Purposes (ENG0102)
Lecture 1
Course Outline

Semester Dates: May 23, 2017 to June 24, 2017

Please note that when a holiday falls during the week, your class will be rescheduled for the Friday of that week. Students are required to make arrangements to be present at the rescheduled class.

Facilitator: Geoff Stimpson

Email: geoffs@columbia.ab.ca

Class Time: 5:30 pm – 9:30 pm (Mon./Wed.)

Room: 4-157

Credit: Non-Credit Course

Prerequisite: None

Note: It is the student's responsibility to be familiar with the information contained in the Course Outline and to clarify any areas of concern with the facilitator.

Course Description:

This course is designed to prepare students with the literacy skills and knowledge needed to enter into professional college-level programs. The course develops proficiency in various forms of writing, critical thinking and analysis, listening and speaking, and examination of various forms of reading materials. There is a concentration on writing term papers and the application of APA citation. This is a 40 hour course.

Learning Outcomes:

As a result of active participation in these sessions, a student can expect to:

- 1) Appreciate a variety of genres, texts and text creators and their contribution to society;
- 2) Use a variety of appropriate strategies to explore, comprehend and analyze texts both individually and in collaboration with others;
- 3) Apply knowledge of organizational patterns and structural features to understand purpose, content and effectiveness of a text.
- 4) Create critical/analytical oral and written responses to a variety of texts;
- 5) Use a variety of appropriate reference strategies and reference technologies to aid understanding;
- 6) Plan a research paper/presentation and identify information needs and sources;
- 7) Evaluate sources and assess information for accuracy, currency, completeness and relevance to purpose;
- 8) Select and record information accurately and completely; document and reference sources using APA format;
- 9) Write a formal term paper that demonstrates:
 - a) Correct use of APA format and citation
 - b) Effective use of a formal outline including Thesis Statement
 - c) Ability to assess and refine controlling idea
 - d) Ability to review accuracy, specificity, vividness and relevance of details, facts or other data intended to support and develop controlling ideas and to develop unity
 - e) Ability to assess effectiveness of organization including transitions and transitional devices and revise as needed
 - f) Ability to assess the appropriateness and effectiveness of diction and syntax and revise as needed
 - g) Ability to edit text for matters of correctness.

- 10) Develop and deliver oral presentations using voice production factors, nonverbal factors, and visual production factors appropriate to purpose, audience and situation;
- 11) Use language, both oral and written, to show respect and consideration;
- 12) Appreciate diversity of expression, opinion and perspective;
- 13) Set appropriate personal goals for participation in a group;
- 14) Think critically to assess effectiveness of group process and to modify if necessary.
- 15) Understand and apply Critical Thinking Skills and Habits of the Mind to class activities and to achieving goals in the course.

Course Format:

This course uses a variety of teaching/learning methods including discussion, personal reflection, experiential exercises, student presentations, role-plays, group activities and especially case studies. The classroom provides you with a place where you can learn with and from others in a cooperative and collaborative manner.

You are expected to take a very active part in class. Be a positive and co-operative team member.

Required Textbooks and Equipment:

Wyrick, J., Bose, S. (2010). *Steps to Writing Well*. Toronto: Nelson Education Ltd.

Albom, M. (1997) *Tuesdays with Morrie*. Random House.

Haig, J. Raikes, G. MacMillan G.. (2014) *Cites and Sources: An APA Documentation Guide*, 4th Edition

Recommended Readings and Resources:

Students may access these sources from the College and from home.

ProQuest Nursing and Allied Health, Canadian Business and Current Affairs, and Canadian Newsstand

- <http://proquest.umi.com/login>
Username: cc-library
Password: welcome

GALE InfoTrac Custom Journals

- <http://infotrac.galegroup.com/itweb/calg145?db=SP00>
Password: cclibrary09

Further Recommended Readings and Resources:

Literary Terms www.tnellen.com/cybereng/lit_terms/

Literary Devices www.ollc.spsd.sk.ca/de/resources/litdevices/index.html

APA Formatting and other writing resources <https://owl.english.purdue.edu/owl/resource/560/01/> Click on Site Map to discover all of the resources available on this site.

Homework Assignment Due for the First Class:

This reading assignment is to be completed prior to your first class.

1. **Read: Steps, 31-40 (Thesis Development); Steps, 172-6 (Example Essays)**
2. Prepare 3 questions that have arisen from your reading and which you would like to have answered. These will be handed in to your facilitator on the first day of your course.
3. Be prepared for a test on this homework.

Evaluation - Assessment of Student Performance:

The final grade in the course will be based on the following elements. Wherever possible facilitators will use rubrics to assess your performance and offer feedback.

Title of Assignment/Examination	Due Date	Weight
Daily Quizzes	Daily	10%
Major Term Paper	Class 7	25%
Annotated Bibliography	Class 4	10%
Concluding Activities & Student Engagement	Daily	5%
Response Journals on Morrie	Class 8	10%
Presentation	Class 9	10%
Final Exam	Class 10-Location to be announced	30%

Please note that all homework and assignments are due at the beginning of each class.

Grading:

Grades for each component will be added together at the end of the semester. The final total will be translated to the Columbia College's 4.0 grading scale as follows:

Marking and Grading Conversion:

Description	Letter Grade	Grade Points	Percentage Scale	
Excellent	A+	4.0	100	95
	A	4.0	94	90
	A-	3.7	89	85
Good	B+	3.3	84	80
	B	3.0	79	75
	B-	2.7	74	70
Satisfactory	C+	2.3	69	65
	C	2.0	64	60
	C-	1.7	59	55
Poor	D	1.0	54	50
Failure	F	0.0	49	0

Please note that Columbia College students who are provisionally admitted to our Licensed Practical Nurse program are required to achieve a minimum grade of 75% or B in this course and must also score a B on the final exam.

Submission and Completion of Assignments:

You are expected to submit assignments by the due date. Any late assignments may be assessed a marking penalty of 5% per each class late.

Requesting an Examination Deferral:

If you are not able to do an exam on the scheduled date, you may request that the exam be deferred to another date. The fee for a Deferred Exam is \$50 plus facilitation costs for a minimum cost of \$100.00.

Attendance Requirements:

Please come to each class on time and stay to the end of the class.

Academic Integrity:

Academic dishonesty is a serious offence and can result in suspension or expulsion from Columbia College.

Student Conduct:

Generally, each student is expected to:

- be respectful and courteous toward others;
- demonstrate appropriate and supportive communication skills, and coach, assist, advise and otherwise support other students in their studies;
- manage any personal stress and conflict in a positive and resourceful manner, and assist others to do the same;
- be dressed in a manner appropriate for their workplace or learning environment, as established by the program;
- conduct themselves in a professional manner with regard to their communication with others and their behavior in class;
- conduct themselves with academic integrity in all of their learning activities, tests, exams, and assignments
- keep up with day-to-day classroom and course expectations.

Appeals:

Please refer to the *Student Appeal Policy (ADM-P177)*.

Students with Temporary or Permanent Disabilities:

Students with temporary or permanent disabilities may apply for accommodations. To be considered for an accommodation, a student must register with Columbia College's Accessibility Services by making an appointment with an Accessibility Services Advisor – Main Office – Bldg. 802 or emailing disabilityservices@columbia.ab.ca. The Department Chair or facilitator is not able to provide you with any accommodations without you taking this step. Please refer to Columbia College's website to review *the Accommodation Policy and Handbook (ADM-P188)*. Please note that there are fee-based services related to accessibility needs.

Student Support:

Tutoring is available as a fee-based service.

Class Schedule/Overview:

Please note that this schedule is subject to change

Class Session	Topics	Pre-Class Readings
1	<ul style="list-style-type: none"> • Introductions and Syllabus Review • Critical Thinking and Habits of the Mind • Essays of Example • Intro to Prewriting • Elements of a great thesis statement • Intro to evaluating sources • Intro to <i>Proquest</i> • Research Paper: In-class writing Class 7 1500- 2000 words assigned. • Concluding Activity 	<p><i>Steps to Writing Well,</i> pages 31-40 (Thesis Development) 172-6 (Example Essays)</p> <p>Article: provided by facilitator (links in this syllabus are clickable)</p>
2	<ul style="list-style-type: none"> • Questions and Homework Review Test • Process Analysis essays • Evaluating sources • Annotated Bibliography • APA References page format and principles • Outlining • MUDD on articles • Concluding Activity 	<p><i>Steps to Writing Well p. 786-8 (Process Analysis)</i> Boolean Search Handout MUDD Principles handout Article: Provided by facilitator</p>
3	<ul style="list-style-type: none"> • Hand in Research Paper general outline & list of resources • Questions and Homework Review Test • Literary Exploration-Personal Response Essay • Outline feedback • Paragraph structure and transitions • MUDD on article • Concluding Activity 	<p><i>Steps to Writing Well p. 375-7 (Taking Notes)</i> Complete and Print an Outline for your term paper Find 2 more Proquest articles related to your term paper Article: Provided by facilitator</p>
4	<ul style="list-style-type: none"> • Questions and Homework Review Test • Expository essays of Argumentation • Summaries and Paraphrasing • APA in-text citations • Concluding Activity 	<p>Complete Annotated Bibliography. Email it to the instructor before class</p> <p><i>Steps to Writing Well p 269-281 (Argumentation)</i> 378-384 (In-text citation) 395-399 (APA style)</p> <p>Writing Mechanics as assigned by facilitator.</p>

Class Session	Topics	Pre-Class Readings
5	<ul style="list-style-type: none"> • Hand in detailed point form outline of Research paper • Questions and Homework Review Test • Deep Reading difficult texts • Peer editing of drafts • Inquiry Process: Revising: Creative and Critical thinking • Class Review Test 	<p><i>Steps to Writing Well, p 87-111 (Drafting and Revising)</i> Complete 1st draft of Research paper including thesis statement; bring hardcopy to class</p>
6	<ul style="list-style-type: none"> • Questions and Homework Review Test • Issues and insights in <i>Tuesdays</i> • <i>Personal Responses (formal strategies)</i> • <i>Case Studies</i> • Concluding Activity 	<p>Tuesdays With Morrie, p. 1 – 107 Article: Provided by facilitator Continue work on Research paper</p>
7	<p>In-class writing of Research Paper</p> <ul style="list-style-type: none"> • Questions and Homework Review Test • Insights through literature • Compare and Contrast essays • Case Studies (cont) • Concluding Activity 	<p><i>Tuesdays With Morrie</i></p> <ul style="list-style-type: none"> • Read Part Two p. 108 – end <p><i>Steps to Writing Well p. 204-207</i> <i>Finish Research paper</i></p>
8	<ul style="list-style-type: none"> • Hand in Response Journals • Discuss results of Research paper • Questions and Homework Review Test • Deep reading and efficient reading techniques • Designing Presentations • Class Summary Test 	<p>Complete Assignment 3 <i>Steps to Writing Well, p. 237-240</i> Explore all sections of the website below (You do not, however, require “Visuals” for this assignment http://www-public.tem-tsp.eu/~weblsh/ressources/ops/index.php</p>
9	<ul style="list-style-type: none"> • Conduct course evaluation • Questions and Homework Review Test • Presentations • Writing under pressure • Essays in exams preparation • 	<p><i>Prepare for Oral Presentation</i></p> <p><i>Steps to Writing Well</i></p> <ul style="list-style-type: none"> • Writing In-class Exams p. 410-420
10	<ul style="list-style-type: none"> • <i>Final Exam (3 hr) – Location to be announced</i> 	<p><i>Steps to Writing Well</i></p> <ul style="list-style-type: none"> • Do Assignment B, 1 & 2, on p. 134-135 • Do Assignment A and B on p. 156-157 • Do Assignment p. 424

Appendix 1 Assignment Outlines

ASSIGNMENTS – All assignments must be completed and handed in order to meet the requirements of English 102. All assignments are to be typed according to APA format. You may be required to send your completed assignments by email to the facilitator. This is a common practice in many professional programs.

Please note that should there be any evidence of plagiarism, you will be assigned a mark of “0.” As we are here to help you to learn how not to plagiarize, you may be given the opportunity to rewrite the paper until you can see how a paper looks that does not contain plagiarism. Your mark will be an average of the marks attained throughout the efforts to rewrite the paper without calculating in the “0.” The facilitator will determine how many times an individual must write the paper in order to score an acceptable grade above “0.”

Assignment #1 – Major Term Paper – Value 25%

Assigned in Class 1. Due: Class 7.

Prepare a general outline including your thesis statement, and a list of resources for Class 3; Write a detailed point form outline of your paper for class 5. (You may wish to do a rough draft of your paper before doing the detailed point form outline.)

This is a major research paper of 1500-2000 words, not including the title page or References page. This assignment is modeled upon the type of paper you are expected to write in the professional programs. You must use proper APA style and formatting. Be sure to use include sources from ProQuest and Gale in your research as well as the Columbia College document “Professional Code of Contact” (attached) Look at your term paper rubric to see how you will be evaluated.

Write a 1500-2000 word paper on “The Benefits of Professionalism in (your future profession) .” As you develop your paper, be sure to include points from the Columbia College document on professionalism..

Write an outline of your term paper to submit to your facilitator for class 3.

Assignment #2 – Annotated Bibliography – Value 5%

Assigned in Class 2. Due: Class 4

Prepare an Annotated Bibliography entry for two of the Proquest, Gale, or other professional journal articles you have found for your Term Paper. Print and bring to class. Also, email a copy to the instructor before class as these will be shared with your classmates.

Using the format described in class, choose two articles you have found for the Term Paper. Start with an APA format reference, and include a short (100-150 word) paragraph on each article that summarizes its content and discusses its relevance.

Assignment #3 – Response Journals – Value 10%

Assigned in Class #5. Due: Class 8.

Write two responses to *Tuesdays with Morrie* using a Prompt from the handout provided in class. Each response should be no less than 250 words and identified with a Level 1 heading. Use essay structure, and APA formatting throughout. Cite any material taken from the novel or reference materials. Include a reference page.

Presentation – Value 10%

Assigned in Class 8. - Due: Class 9.

Prepare a presentation on one of the following topics :

- Professional Association (related to your chosen profession) Code of Ethics
- Legal Liability Issues in professional practice
- Decision making in the workplace
- Non-verbal communication in
- Coping with work-related stress
- Communication Barriers in the workplace
- What is Critical Thinking and how to develop it

Instructions:

- Your presentation should take approximately 15 minutes.
- Base your presentation on a minimum of 2 articles you have researched on the topic using ProQuest or GALE or professional journals. Make a copy of these articles and submit them to your facilitator prior to your presentation.
- Prepare an outline and speak either from an outline or cards. Do not read your presentation from a document that is written in sentences. Practice so that you know your information as best as possible without reading your cards. If you read from your notes or cards, you will receive an automatic fail grade for your presentation.
- Please review the rubric that is attached to this syllabus.

Appendix 2
Assignment Rubrics
Columbia College
Term Paper Rubric
Last Revised: January 2012

Student's Name	Course Code		Date	Facilitator/Evaluator's Name		
	A	B	C	D	F	Score
Writing Focus	5 <ul style="list-style-type: none"> • Presents a precise well developed thesis, reflecting insightful, original perspective. • Demonstrates direction in the development of the paper. 	4 <ul style="list-style-type: none"> • Presents a clear, carefully constructed thesis, reflecting original perspective. • Demonstrates direction in the development of the paper most of the time. 	3 <ul style="list-style-type: none"> • Presents a simplistic and/or unclear thesis. • Demonstrates some direction in the development of the paper, but often the paper is hard to follow. 	2.5 <ul style="list-style-type: none"> • Presents a partly developed thesis. • Demonstrates little direction in the development of the paper. 	2.4-0 <ul style="list-style-type: none"> • No thesis presented. • Development of the paper is unclear. 	
	10-9	8-7	6	5	4-0	
Content, Ideas & Analysis	<ul style="list-style-type: none"> • Displays extensive in-depth knowledge of the topic. Comprehends deeper meaning and relevance of topic. • Conveys insightful, original points of view. • Critically synthesizes and evaluates information. • Clearly supports all statements with examples. 	<ul style="list-style-type: none"> • Displays good knowledge of the topic. • Conveys some original points of view. Comprehends meaning and relevance of topic. • Demonstrates careful analysis, synthesis and evaluation of information. • Clearly supports most statements with examples. 	<ul style="list-style-type: none"> • Displays adequate knowledge of the topic. Requires further exploration. • Demonstrates some analysis, synthesis and evaluation of information. Supports some statements with examples. 	<ul style="list-style-type: none"> • Displays limited basic knowledge of the topic. • Explores topic inadequately, leaving areas unexplored. Displays limited analysis, synthesis, and evaluation of information. • Most statements are unsupported with examples. 	<ul style="list-style-type: none"> • Unable to display relevant understanding of the topic. • Critical thinking not evident. • Statements are unsupported with examples. 	

	10-9	8-7	6	5	4-0	
Style Expression of Ideas	<ul style="list-style-type: none"> • Uses highly effective, clearly focused, varied sentences. • Conveys all ideas with originality and clarity. • Uses rich, accurate and effective word choice. • Uses relevant, timely and varied sources to support ideas. • Shows smooth integration of quoted material into sentences and overall paper. 	<ul style="list-style-type: none"> • Mostly uses effective, well structured, focused, varied sentences. Conveys most ideas with originality and clarity. • Uses accurate and effective word choice. • Uses relevant, timely and varied sources to support ideas most of the time. • Quotes and evidence integrated well into sentences and overall paper. 	<ul style="list-style-type: none"> • Uses some variety in sentence structure. Conveys some ideas clearly. • Uses some effective word choice. • Uses some varied sources to support ideas. • Quotes and evidence at times integrated into sentences and overall paper. 	<ul style="list-style-type: none"> • Demonstrates limited variety of sentences. Many sentences are awkward. • Conveys few ideas clearly. • Uses vague, ineffective word choice. • Uses limited resources that are not well selected to support ideas. • Quotes and evidence poorly integrated into sentences and overall paper. 	<ul style="list-style-type: none"> • Uses simplistic sentence structures that are awkward. • Most ideas are not conveyed clearly. • Inadequate, simplistic word choice. • Lacks the use of support for ideas. • Quotes and evidence not integrated properly. 	
Organization and Structure	<ul style="list-style-type: none"> • Presents information in a consistently logical structure. • Shows sophisticated development of paragraph and sentence structure, with effective transitions. • Introduction and conclusion is very well developed. 	<ul style="list-style-type: none"> • Presents information in a logical structure. • Shows well developed paragraph and sentence structure with effective transitions. • Introduction and conclusion mostly shows good development. 	<ul style="list-style-type: none"> • Presents some of the information in a logical structure. • Shows some paragraph development and at times, awkward sentence structure. • Introduction and conclusion shows little development. 	<ul style="list-style-type: none"> • Presents information in a random manner, lacking in logical structure. • Paragraph and sentence structure is often faulty. • Introduction and conclusion not well developed or missing. 	<ul style="list-style-type: none"> • Presents poor overall organization, lacking logical structure. • Paragraphs lack focus and appropriate structure; sentence structures are simplistic, lacking development and transition. • Lacks introduction and conclusion. 	

Mechanics, Grammar, Professional Format	5	4	3	2.5	2.4-0	
	<ul style="list-style-type: none"> Mainly error free. Uses APA citation correctly. Meets and exceeds all requirements for an excellent academic response. Meets and exceeds all requirements of the assignment. 	<ul style="list-style-type: none"> A few minor errors in usage, grammar, or mechanics. Generally uses APA citation correctly. Meets requirements for a well written academic response. Meets requirements of the assignment. 	<ul style="list-style-type: none"> Some errors in usage, grammar, and mechanics, beginning to interfere with the readability and meaning of the paper. Uses APA citation inconsistently and with some errors. Meets some requirements for an academic response. Meets some of the requirements of the assignment. 	<ul style="list-style-type: none"> Frequent errors in usage, grammar, and mechanics, interfering with the readability and meaning of the paper. Use of APA citation contains many errors. Meets a few requirements for an academic response. Meets few requirements of the assignment. 	<ul style="list-style-type: none"> Numerous errors in usage, grammar, and mechanics, affecting the readability and meaning of the paper. Many errors in APA citation, demonstrating lack of citation knowledge. <input type="checkbox"/> Does not meet enough requirements for an academic response. Does not meet any requirements of the assignment. 	

Plagiarism: A “0” grade will be given to a paper where significant sections of the paper were copied from other, unattributed sources.

Total out of 40:

Comments:

Columbia College
Reflective Writing Rubric
 Last Revised: March 2014

Student's Name	Course Code	Date	Facilitator/Evaluator's Name		
Skills	5	4	3	2	1
Depth of Reflection	<ul style="list-style-type: none"> Reflection reveals a thorough insight of the subject matter with the student digging deeply to present well thought-out reflections. 	<ul style="list-style-type: none"> Reflection reveals insight into the subject matter. Often there are thoughtful statements. 	<ul style="list-style-type: none"> Reflection reveals a basic understanding of the subject matter with an effort at reflection. At times, reflective statements are evident. 	<ul style="list-style-type: none"> Reflection is limited. The writer produces some basic understanding of the subject matter. 	<ul style="list-style-type: none"> Little to no reflection is present.
Use of Examples / Evidence	<ul style="list-style-type: none"> Uses specific and convincing examples to support reflective statements. 	<ul style="list-style-type: none"> Uses well-chosen examples to support reflective statements. A more convincing presentation would strengthen the response. 	<ul style="list-style-type: none"> Uses some examples to support understanding of the subject matter and reflections. 	<ul style="list-style-type: none"> Uses limited number of examples to support understanding of the subject matter. This seriously affects the integrity of the reflection process. 	<ul style="list-style-type: none"> Uses little to no examples.
Cohesiveness of Response	<ul style="list-style-type: none"> This reflection provides a clear picture of the student's thinking on this subject matter. Thoughts are presented in a good logical, convincing order. 	<ul style="list-style-type: none"> This reflection gives a good understanding of the student's thinking on this subject matter. Thoughts are usually presented in a clear and logical way. 	<ul style="list-style-type: none"> Most of the time this reflection provides an acceptable indication of the student's thinking on this subject matter. Most of the time thoughts are presented in a sequential manner. 	<ul style="list-style-type: none"> This attempted reflection does not provide a clear picture of the student's thinking on this subject matter. Thoughts are often presented in an inconsistent and illogical order. 	<ul style="list-style-type: none"> This response is confusing and ideas do not tie together.

Skills	5	4	3	2	1
Conventions	<ul style="list-style-type: none"> • Demonstrates control of the writing conventions with essentially no errors. 	<ul style="list-style-type: none"> • Demonstrates control of the writing conventions with occasional errors. 	<ul style="list-style-type: none"> • Demonstrates some control of the writing conventions with errors that do not yet interfere with understanding. 	<ul style="list-style-type: none"> • Demonstrates limited control of the writing conventions with frequent errors that make understanding difficult. 	<ul style="list-style-type: none"> • Demonstrates little or no control of the writing conventions with errors that make understanding almost impossible.

Total out of 20:

Comments:

Columbia College
Oral Presentation Rubric
 Last Revised: January 23, 2014

Student's Name	Course Code	Date	Facilitator/Evaluator's Name		
Area	A (85% - 100%) 10.0 – 7.0	B - C- (55% - 84%) 6.9 – 5.5	D (50% - 54%) 5.4 - 5.0	F (0 - 49%) 4.9 - 0	Score
Organization	<ul style="list-style-type: none"> • Creates introduction that is unique, clearly focused and engages the audience. • Organizes content logically, making entire presentation easy to follow. • Builds main points through carefully selected and original examples/ references. • Has effective transition between sections. • Summarizes all key points and stimulates thought at the end. 	<ul style="list-style-type: none"> • Creates introduction that is original, clearly focused and gets the attention of the audience. • Organizes content logically, making most of the presentation easy to follow. • Builds main points through carefully selected examples/ references. • Has a transition between most sections. • Summarizes most key points and stimulates some thought at the end. 	<ul style="list-style-type: none"> • Creates an introduction that tends to be unfocused. • Doesn't engage the audience's interest. • Content appears disorganized, without logic and consistency. • Builds a few main points with details, but most ideas are unsupported. • Few to no transitions are evident. • Little to no summarizing evident. Ending does not stimulate much thought. 	<ul style="list-style-type: none"> • Presentation shows little to no logical organization. • Content is difficult to follow. • Not a thoughtful presentation. 	
Content	<ul style="list-style-type: none"> • Provides evidence of supporting research to back all main points. • Gives a complete explanation of all key points. • Uses relevant examples/ references. 	<ul style="list-style-type: none"> • Provides evidence of supporting research. To back most points. • Gives an explanation of most key points. • Uses some relevant examples/ references. 	<ul style="list-style-type: none"> • Provides evidence that not enough research has been done to support the content. • Gives an incomplete explanation of key points. • Uses a few relevant examples/ references. 	<ul style="list-style-type: none"> • Indicates little to no research. • Gives a limited explanation of a few points. • Uses little to no examples/ references. 	

Area	A (85% - 100%) 10.0 – 7.0	B - C- (55% - 84%) 6.9 – 5.5	D (50% - 54%) 5.4 - 5.0	F (0 - 49%) 4.9 - 0	Score
Delivery Style: Nonverbal Effectiveness	<ul style="list-style-type: none"> • Demonstrates ease and confidence through carefully maintained posture, poise, and facial expression. • Uses continual eye contact. 	<ul style="list-style-type: none"> • Demonstrates confidence through most of the presentation with careful posture, poise, and facial expression. • Uses fairly consistent eye contact. 	<ul style="list-style-type: none"> • At times demonstrates developing confidence in presenting content. At times uses posture, poise, and facial expression to support presentation. • Uses eye contact inconsistently. 	<ul style="list-style-type: none"> • Shows lack of ease in presenting through poor posture, lack of poise, and lack of facial expression. • Uses poor to no eye contact. 	
Delivery Style: Verbal Effectiveness	<ul style="list-style-type: none"> • Conveys passionate interest for the topic. • Speaks naturally at a moderate rate with correct pronunciation, enunciation and volume. • Uses few unnecessary pauses “ums”. • Makes no obvious grammatical errors. • Uses cue cards or other supports effectively and does not read the presentation. • Uses rich, precise, and varied vocabulary. • Well-rehearsed and prepared. 	<ul style="list-style-type: none"> • Conveys enthusiasm for the topic. • Most of the time speaks clearly at a moderate rate with correct pronunciation, enunciation and volume. • Uses few unnecessary pauses “ums”. • Makes few grammatical errors. • Most of the time uses cue cards or other supports appropriately, without reading the presentation. • Uses well-chosen and varied vocabulary. 	<ul style="list-style-type: none"> • Demonstrates minimal enthusiasm for the topic. • Speaks with some lack of clarity in pronunciation and enunciation with varying volume and rate of speech. • Uses too many unnecessary pauses (“ums”), distracting from the presentation. • Makes some grammatical errors. • Tends to not use cue cards effectively and mostly relies on reading the presentation. • Uses ineffective vocabulary. 	<ul style="list-style-type: none"> • No enthusiasm is conveyed for the topic Speech is unclear with poor enunciation and incorrect pronunciation. • Volume and rate of speech are often inappropriate, making comprehension difficult. • Uses too many unnecessary pauses “ums”, making comprehension difficult. • Makes frequent grammatical errors. • Reads presentation. • Uses inappropriate or simplistic vocabulary. 	

Total Score out of 40:

Facilitator/Evaluator’s Comments:

Professional Code of Conduct

Our success in the workplace is based on how proficient we are at utilizing our knowledge and skills and how effectively we conduct ourselves each day as professionals in satisfying the needs of our internal and external customers, and the goals of our organization. The following list describes many professional behaviours that can help us become more effective. The more skilled we become at applying each of these behaviours, regardless of our position in the organization, the more successful we will become.

1.0 Professional Approach and Ethical Behaviour

- 1.1. As a professional, demonstrates pride in their work and is honest, moral, ethical, honorable, trustworthy, and acts with integrity
- 1.2. Is pleasant, polite, punctual, positive, friendly, smiles, and asks how they may help others
- 1.3. Is reliable, responsible, accountable, loyal, engaged, and enthusiastic about their work
- 1.4. Is compassionate, caring, and finds meaning and fulfillment in their work
- 1.5. Tries to be constructive, pro-active, and acts as a protagonist
- 1.6. Contributes to a safe, secure, and environmentally-friendly workplace and world
- 1.7. Views adverse experiences as learning opportunities and recovers quickly from such experiences
- 1.8. Keeps personal bias out of the workplace, does not use profanity, and respects cultural differences
- 1.9. Dresses appropriately for the workplace in a neat, clean, and well-groomed manner
- 1.10. Contributes to the organization via volunteering, coaching, and mentoring others
- 1.11. Is active in their professional association (where appropriate)

2. Interpersonal Relations and Teamwork

- 2.1. Treats all individuals in an equal, fair, and just manner (does not label, or discriminate against others)
- 2.2. Is a good role model and synergistic team member who is personable, sociable, cooperative, collaborative, has a sense of humor, and is well mannered
- 2.3. Is considerate and sensitive to others needs and uses tact and diplomacy when required
- 2.4. Is respectful, courteous, and sincere (does not belittle, intimidate, or insult others)
- 2.5. Views each client, patient, student, customer, and coworker as a valued customer whose needs must be satisfied before they or their organization can succeed
- 2.6. Is available, approachable, and may develop close personal relations (avoids romantic situations)
- 2.7. Offers support, assistance, is flexible, and helps build a positively connected team and organization
- 2.8. Makes allowances for others mistakes by showing empathy, understanding, and forgiveness
- 2.9. Is open to constructive criticism, and takes responsibility for one's errors by apologizing, and correcting them
- 2.10. Avoids conflicts of interest and respects others' workspace and privacy (e.g. FOIP)
- 2.11. Seeks help from others and offers help to others to become more efficient and effective

3. Self-Concept and Confidence

- 3.1. Projects a positive self-concept and feels internally confident, yet does not dominate interactions
- 3.2. Functions well in ambiguous situations
- 3.3. May assume responsibility and leadership when required yet remains humble and gracious at all times
- 3.4. Demonstrates self-efficiency by following through on commitments in order to achieve outcomes
- 3.5. Considers themselves equal to others and demonstrates such in their interactions

4. Communication

- 4.1. Demonstrates effective listening, speaking, and writing skills
- 4.2. Helps to keep team members informed of changes in the department and/or organization
- 4.3. Develops more effective ways to improve verbal and non-verbal communication (e.g. tone of voice)
- 4.4. Respects others privacy and confidentiality (does not engage in gossip)
- 4.5. Maintains emotional control and encourages others to do the same
- 4.6. Deals with difficult situations and sensitive issues in a professional manner
- 4.7. Avoids engaging in disagreements and arguments in public. Seeks assistance when necessary.
- 4.8. Follows the organization's technology use policy

5. Life-Long Learning and Professional Development

- 5.1. Continues to increase their knowledge and skills to become more competent (e.g. credit courses, workshops, seminars, conferences, professional books, journals)
- 5.2. Shares newly developed approaches based on leading edge research
- 5.3. Monitors changes and makes or recommends needed adjustments
- 5.4. Keeps informed about changes affecting their profession, department, organization, and industry
- 5.5. Acknowledges when they do not know something and seeks to increase their competence

6. **Problem Solving/Decision Making**
 - 6.1. Either individually or within a team, identifies work-related and customer-based problems/challenges
 - 6.2. Helps others to view problems and concerns as challenges and even opportunities
 - 6.3. Seeks input from those affected by work-related or customer-based problems
 - 6.4. Is more effective when they actually identify the problem as opposed to a symptom
 - 6.5. Assesses and analyzes problems by using such techniques as brainstorming, nominal group technique, Delphi technique, reframing, and lateral thinking
 - 6.6. Objectively determines the most efficient and effective solution to each problem/challenge
 - 6.7. Tries to make fair and just decisions that contribute to the common good
 - 6.8. Effectively implements solutions in a timely manner
 - 6.9. Monitors and evaluates solutions and takes further corrective action as needed
7. **Creative Thinking and Innovation**
 - 7.1. Is more creative by asking 'why' and more innovative by asking 'what if'
 - 7.2. Takes calculated risks and is willing to recommend and/or initiate change
8. **Negotiating or Conflict Resolution**
 - 8.1. Identifies customer or employee issues when a conflict first arises by listening to and determining their wants, needs, and concerns.
 - 8.2. Effectively uses conflict resolution and problem solving techniques
 - 8.3. Effectively negotiates and helps others resolve issues in conflict by focusing on facts and not emotions
 - 8.4. Turns to qualified professionals to resolve situations involving harassment, bullying, or violence
9. **Organizational and Time Management Skills**
 - 9.1. Practices one-touch policy by taking immediate action to solve simpler challenges (e.g. does not put paper, emails, etc. in piles) and develops a plan to take action on more complex challenges
 - 9.2. Uses electronic calendar to plan regularly occurring daily, monthly, and yearly meetings and activities
 - 9.3. Maintains an organized office, desk, files, documents, and working environment
 - 9.4. Is prepared in advance for appointments and meetings (meeting etiquette)
 - 9.5. Sets SMART individual and/or team goals by completing assignments, reports, etc. in an accurate and timely manner (does not procrastinate)
 - 9.6. Lets others know if they are unable to meet a commitment, must change a priority, or needs help
10. **Stress Management**
 - 10.1. Maintains composure under pressure and draws on their internal strength to succeed during difficult times
 - 10.2. Effectively deals with negative situations in a positive manner
 - 10.3. Maintains a balance between personal and professional life
 - 10.4. Maintains a positive, focused, and more productive environment by reducing negative stress
11. **Leadership Style**
 - 11.1. Effectively contributes to the organization's vision, mission, directions, goals, and Code of Conduct
 - 11.2. Encourages others to adopt a positive leadership style (does not use threats or punishment)
 - 11.3. Stimulates interest and enthusiasm on the part of others and contributes to positive employee morale
 - 11.4. Coaches, advises, mentors, and counsels others where appropriate
 - 11.5. Motivates others to achieve their intrinsic and extrinsic rewards through recognition, praise, and where possible through empowerment
 - 11.6. Brings out the best in others which helps them channel their energy and experience greater satisfaction
 - 11.7. Seeks new opportunities or approaches that will increase customer satisfaction, respect, and loyalty
 - 11.8. Networks with others outside the organization and builds relationships that will benefit the organization
 - 11.9. Bases leadership practice on collective vision, beliefs, as well as professional attitude and values
 - 11.10. Builds a sense of shared values that bind others to a common cause and/or direction
 - 11.11. Encourages and promotes a culture based on trust and respect
12. **Performance**
 - 12.1. Continually seeks new ways to more efficiently and effectively perform their duties and responsibilities which contributes to the financial success of the organization, and as a result, also increases job security
 - 12.2. Is committed to continuous improvement in the quality of goods/services their customer/patient/client/student experience
 - 12.3. Contributes to the long-term growth and success of the organization by providing such outstanding customer service that current customers refer new customers on an ongoing basis
 - 12.4. Firmly believes that only when each internal and external customers succeed, will they succeed