

**UNIVERSITY OF PUERTO RICO  
ARECIBO  
ENGLISH DEPARTMENT**

**Syllabus for INCO 4055**

**I. Course Title:** Conversational English for Secretaries II

**II. Course Code:** INCO 4055

**III. Contact Hours/Credits:** Thirty (30) or 2 hours a week /One (1 cr.)

**IV. Prerequisites:** INCO 3025

**V. Course Description:** This course is designed for students in the Office Systems Program. It aims to develop students' listening and speaking skills. Special attention is given to the acquisition of vocabulary and idiomatic expressions related to the field. It also emphasizes the particular patterns of stress and intonation of English grammar.

**VI. Objectives:**

**A. General Objectives:**

To further develop the listening and speaking skills of the students, thus enabling them to communicate orally at a satisfactory level.

**B. Specific Objectives:**

Students will perform satisfactorily in the following areas:

**A. Listening - Speaking:**

1. Practice and respond correctly to simple conversational situations.
2. Engage in simple job-related conversational situations.
3. Integrate skills in order to give oral presentations / reports on assigned topics.
4. Plan, organize and deliver effective presentations.
5. Actively engage in group dynamics and teamwork.

**B. Structure:**

1. Correctly identify the parts of speech in order to produce understandable oral responses.
2. Apply and assess the importance of issues included in the communication process, such as:
  - a. active listening
  - b. pronunciation
  - c. delivery
  - d. use and recognize nonverbal messages

**C. Reading:**

1. Read short articles and report on them.
2. Participate in the discussion of job-related dialogues
3. Engage in role-playing situations (interviews, phone conversations etc).

#### **D. Critical Thinking:**

1. Use supporting material to backup their statements
2. Argue and engage opposing viewpoints constructively

#### **VII. Course Content:**

1. Introduction to the course	1 hours
2. Overcoming speaking apprehension	3 hours
3. Vocabulary Building exercises	5 hours
4. Pronunciation practice	5 hours
5. Practice active listening	5 hours
6. Professional language usage/oral reports	<u>11 hours</u>
<b>Total</b>	<b>30 hours</b>

#### **VIII. Instructional Strategies:**

Among the strategies to be used in class are:

1. Individual and group presentations
2. Collaborative activities
3. Individual responses
4. Role playing activities

#### **IX. Resources:**

The following materials will be used as sources for class discussions:

1. Updated Journals and Magazines reading selections related to the field
2. English Dictionary
3. English/Spanish Dictionary
4. Handouts provided by professor
5. DVDs/Cds or other audiovisual media for listening or pronunciation activities

#### **X. Evaluation Strategies:**

1. Informal Oral Presentations: Reports, Dialogues, Critiques and Group Work	30%
2. Final Exam (Formal Oral Discussion)	30%
3. Evidence: Written Outlines, Quizzes & Assignments	20%
4. Participation and Attendance	20%

**NOTE:** The specific needs of students sheltered under Law 51 will be taken into consideration.

## **XI. Basic Grading Scale**

100% – 90%	A
89% – 80%	B
79% – 70%	C
69% – 60%	D
59% and lower	F

## **XII. Bibliography**

1. Hahner, J.C., Sokoloff, M., & Sali3ch, S.L. (2001). Speaking Clearly Improving Voice and Diction (4th ed.). New York: McGraw-Hill, Inc.,
2. Orion, G.F., (current edition). Pronouncing American English Sounds, Stress, and Intonation. (2nd Ed.) NY: Heinle & Heinle Publishers.
3. Adler, R., & Elmhurst, J. (2004) Communicating at Work (7<sup>th</sup> ed.). New York: McGraw-Hill, Inc.
4. Kozyrev, J., (2006). Talk It Up! Boston: Houghton Mifflin Comp.
5. Torres, Lucy M. Impedimentos Visuales: Naturaleza y Necesidades. San Juan: Isla Negra, 1998.
6. Torres, Lucy M. Movilidad: Necesidad Básica de Personas con Impedimentos. San Juan: Isla Negra, 1999.

## **XIII. LAW 51**

Students that receive vocational rehabilitation services should get in contact with the professor at the beginning of the semester to make sure that all academic and technical needs are addressed in accordance with the “Oficina de Asuntos para Personas con Impedimento”. Other students that require special accommodations should also notify the professor in charge.

## ADDENDUM

### IMPORTANT INFORMATION

1. Attendance to all class sessions and participation in all classroom activities is mandatory to successfully complete this course.
2. Makeup's for dialogues, presentations, reports, quizzes, and other graded work is at the individual professor's discretion. You are responsible for requesting a makeup if you have a justifiable excuse for your absence, but you are not entitled to a makeup.
3. All dialogues, presentations, reports must be given in class on the assigned date. Any late **excused** presentations, will receive a minus twenty (-10).
4. Students are required to attend all presentations conducted by their peers and will take notes of the class discussion. They will use these to formulate questions, debates or responses during the class period.
5. Listening is a skill necessary in all communicative efforts. Respect is also a necessary skill. You show you have acquired these skills by listening attentively to your peers. Therefore, no interruptions will be tolerated during oral discussions, dialogues, presentations, and reports during the class. Interruptions by definition are: entering or exiting a room, cellular phones ringing and/or unwelcome solicitors.