INSTRUCTIONAL FACULTY CONSORTIUM COMMITTEE (IFCC)

MARCH 2 MEETING MINUTES-WEBEX

Date: Monday, March 02, 2020

Time: Start time was 2:00 p.m., and end time was 3:50 p.m.

Location: WEBEX MEETING

Meeting Facilitator: Dr. Nathalie Dames

Recorder: Tiffany Parks, Gwinnett Technical College

Attendees: Ashley Strong-Green, Samuel Holton, Carol Pearson, Penny Waddell, J Palmer, V Conner, Pete Frost, Laura Waters, Linsdey Baker, Brittney Varga, Heather Murray, Jason Tillman, Lauren (Laura) Poss, Brad Jester, Joseph (Joel) Stancliff, Tonja McCurdy-Jennings, Gwen Pittman, Jay Snodgrass, Angie Willis, Mohamed Belal, M Hicks, U Hanief, Jessica Nettles, Jim, D Buxton, K Below, S. Hughes, DH McWilliams, R Payne, Martina Hayes, Willena Moye, Chris DeRepentigny, K Wilkes, M Mavity, Erica Roberson, F Wiggins, Raeanna Hogle, Cheryl Carvajal, Tammy Thomas, TM Collins, D Miller, Shawana Stanford, William Burgan, Mgainous, Delores Guillory, T Cooper, Charles Ellis, S Dixon, Kimberly Crews, John Groover, N Kher, T Cooper, Unoma Azuah

WELCOME AND CALL TO ORDER:

Nathalie called the meeting to order at 2:00 p.m.

DISCUSSION SUMMARY:

Applied Technical Communication (ENGL 1005)

-The Applied Technical Communication course was created out of a need for specific programs to offer a course to students that would specifically learn and practice workplace/business communications.
-Per Nathalie, it's up to the college or specific program to adopt the course or not. That's why the course is listed as optional. It is a diploma level course. It's not a replacement for English 1105
-Nathalie compiled the competencies, course description, and outcomes from various instructors and IFCC officers.
-25 people responded to the course description survey.
-There is no approved textbook for the course yet, but Nathalie will work with vendors to find good choices.
-The bulk of the meeting was dedicated to tweaking the course competencies and outcomes. **See tweaks below.**

-Should we change the course description to professional communications instead of technical communications? The consensus of the attendees was yes, change. Per the attendees, consider changing techniques to "tasks," "purposes," or "skills." Consider changing the heading to "Professional Writing Skills and Best Practices."

> This course emphasizes the practical knowledge of technical communication. Topics include appropriate technical writing ~~techniques~~ and formats; appropriate methods of communicating with internal and external customers, clients, colleagues, and supervisors in writing, in person, and electronically; verbal and nonverbal communication; and intercultural communication. (3-0-3) 3 credit hours

1. Technical Writing Techniques and Formats

    a. Prepare business documents using acceptable writing format and business appropriate situational language, writing, and style. –**Per attendees, keep this wording as is.**
    b. Use appropriate resources such as templates, grammar/spell check, ~~etc~~ to create, edit and proofread ~~technical~~ documents. **Per attendees, change"etc" to "other resources." For simplicity, change wording to, "create, edit, and proofread** documents**." Add parenthetical notations with examples of sample documents so that instructors know their options and so that they are not limited.**
    c. Demonstrate proficiency in appropriate communication including functions, patterns, writing style, and ~~formats~~ in workforce-specific genres (formats): for example, proposals, work orders, memo, e-mail, etc. **Per attendees, delete the word"etc," and the redundancy of the first "format."**
    d. Demonstrate knowledge of the general uses and components of proposals, their audience, and purpose through proposal development. **Per attendees, make wording all plural or singular.**
    e. Research, read, and interpret a set of instructions found in a manual or other searchable documents for the operation of machinery or safety procedures. **Per attendees, change to "demonstrate informational literary to research, read, and interpret a set of instruction found in a manual or other searchable documents for operational or safety procedure."**
2. Communication methods and process **Per attendees, change to "Verbal and Non-Verbal Communications Methods and Processes."**
    a. Describe the communication, listening, and speaking processes and their relationship to job performance. **There is no consensus on the wording. We need to think about this one more. Some suggestions are, "Describe or apply verbal and non-verbal skills to job performance."**
    b. ~~Discuss and practice~~ appropriate communication methods when dealing with internal and external customers, clients, colleagues, and supervisors in writing, in person, and electronically. **Per attendees, change "discuss and practice" to "apply."**
    c. Identify and discuss the differences between business and causal communication. –**Per attendees, leave wording as is.**
    d. Explain the major elements in successful persuasive messages and how to blend those elements into effective and ethical business ~~messages~~. **Per attendees, change the last word to "communications."**
    e. Describe the goals and strategies of business communicators in delivering bad news, including knowing when to use the direct and indirect patterns, handle inappropriate verbal and nonverbal communication from others (harassment, confrontation, etc.) applying the writing process, and

avoiding legal problems. **Per attendees, change this section to " create effective and ethical persuasive communications."**
Also, add "Describe the goals and strategy of business communications with sensitive content."

    f. Demonstrate effective negotiation skills for employment contracts, customer contracts, and other business contracts and conditions. **Per attendees, change to "demonstrate effective negotiation skills."**

    g. Apply/Demonstrate appropriate verbal and nonverbal communication in a ~~technical environment~~ to understand verbal, nonverbal, small group, interpersonal, and organizational communication. **Per attendees, put "demonstrate effective verbal and non-verbal communications in a variety of communications settings." Add "a variety of settings" as a substitute to the deleted section "3."**

3. ~~Intercultural communication~~
    a. ~~Discuss the importance of cultural considerations in business dealings.~~ **Per attendees, delete this section because of liability and sensitivity issues. Maybe add "a variety of settings" to 2g.**

Additional comments

-Should we make Section 3 into a social media etiquette aspect?
-Per Nathalie, she'll compile comments from today's meeting and send back to all to view. Then, she'll ask one person from the college to approve the document. If there is a need to meet again, we will meet. The next step is that the course will be put in KMS.
-Per Nathalie, this was not the official IFCC meeting. This was a meeting about this specific course. The official IFCC meeting will be virtual during the regular meeting time of July (summer).
Is it possible to have a WEBEX training before the next meeting so that attendees know how to use the features of WEBEX for maximum use and participation?
-Should we revise course name to Applied Professional communications or Applied Technical English? The attendees agreed with Applied Technical English.

Minutes Submitted By: Tiffany Parks, Gwinnett Technical College