

**Course Objectives/Course Outline**  
**Spokane Community College**

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**Course Title:** Business Correspondence

**Prefix and Course Number:** BT 272

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**Course Learning Outcomes:**

**By the end of this course, a student should be able to:**

- Analyze the audience and define the purpose for a variety of written communication situations
- Choose and implement appropriate writing strategies for different situations, audiences, and purposes
- Plan and compose business print-based messages
- Work collaboratively to produce effective messages in groups

**Course Outline:**

- I. Communication in organizations
- II. Planning business messages
- III. Writing business messages
- IV. Routine messages
- V. Bad-News messages
- VI. Persuasive Messages
- VII. Informal business reports
- VIII. Collaborative Writing