

About this Resource

This resource is designed to guide first-year college students who have a high school education and perhaps some employment experience to develop the vital communications skills that will help with the real, every day tasks of writing and speaking in their chosen profession. This textbook is divided into three major units: Communication Fundamentals, Applied Writing, and Oral Communication. Through modelling the style of professional emails between colleagues, this resource not only explores the fundamentals of workplace communication, but immerses the reader in the conversational workplace communication style.

This open textbook was designed to meet the learning outcomes of Algonquin College's first-year Communications course ENL1813 and its follow-up, ENL1823 or equivalent. References to these courses' specific learning outcomes appear at the beginning of each chapter and section.



Communication at Work

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**A College-to-Career Guide to Success (2019)
Partially Adapted from Business Communication
for Success (2015)**

Jordan Smith