

COMM 217: Organizational Communication

Fall 2019, Online

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Course Description: A practical approach for communication in the workplace including working in a group, networking, leadership, ethics, and problem solving.

Textbook and Required Materials:

Redmond, V. P., McCroskey, J. C., & Powell, L. (2012). *Organizational communication for survival* (5th ed). Boston, MA: Pearson.

Course Objectives: Upon completion of this course, students will be able to:

1. Analyze problem in the workforce.
2. Develop problem solving techniques.
3. Explain communication techniques in the workplace.

National Communication Association Learning Outcomes in Communication (LOCs):

LOC #5: Critically analyze messages

- Identify meanings embedded in messages
- Articulate characteristics of mediated and non-mediated messages
- Recognize the influences of messages
- Engage in active listening
- Enact mindful responding to messages

Description of Major Assignments

Papers (80pts):

Ethical Behavior (20 pts)-- Find an article from a newspaper or magazine about ethical or unethical behavior that happened in an organization. Read what happened in the organization and analyze it compared to what you learned in the class. Be sure to include a reference page with an appropriate APA reference to the article.

Social Media (20 pts)-- You will need to pick an organization and look at their social media accounts (review at least two of their accounts, ex: Facebook, Instagram, Twitter, Snapchat, LinkedIn). Then, please discuss the following (at minimum): What did you see on their social media pages? What did they cover? What did they leave out? Discuss at least 3 different concepts from the accounts that you learned about in the class.

Conflict Article (20 pts)-- Find an article from a newspaper or magazine about a conflict that happened in an organization. Read what happened in the organization and analyze it compared to what you learned in chapter 13. Be sure to include a reference page with an appropriate APA reference to the article.

Discrimination (20 pts)-- Find an article from a newspaper or magazine about discrimination that happened in an organization. Read about what happened and analyze it compared to what you learned in class. Be sure to include a reference page with an appropriate APA reference to the article.

Job Hunting Project (100 pts): Students will be encouraged to find a job that they are interested in or a job they would like to have after they graduate from college. Students will then write a proper resume and cover letter for that job. After students write the cover letter, they will work with a partner who will act as the interviewer for that position to see if that person would hire the applicant. The 'interviewer' will write a 2-3 complete page double-spaced paper with their decision to hire the applicant based on the resume and cover letter. Students will then interview, be interviewed, and evaluate other students, based on their job they are interested in and their resume and cover letter. Students will then write 1-2 complete pages double-spaced personal reflection paper to understand the interviewing process. Groups will be assigned by the instructor. You will need to find a time to work with your group (either in person or via Skype) to complete this project. This project will need to be recorded and submitted to the instructor.

LinkedIn Profile (75 pts): Students will create a LinkedIn profile. They will share a professional profile picture, header, summary statement of at least 40 words, at least three skills possessed, work experience, education, and volunteer work. Each student will connect with at least ten different people and the instructor who are first degree connections. Students should explore the profiles of their 1st degree connections and seek out at least three new 2nd degree connections (those individuals known to their 1st degree connection but not to the student). Students can even go a step further and connect with 3rd degree connections (individuals known to a 2nd degree connection but not the student). Students should send invitations to connect with these three new contacts. Students should create a 1-2 page document about their three new contacts (2nd or 3rd degree connections), discussion how they are connected to each new contact as well as why they may be a valuable important or helpful connection to have as a part of their professional network.

Case Studies (130 pts): There will be various case studies worth 20 points each (4 X 20 =80) throughout the semester. There will also be a case study in groups where the group will analyze a situation. Your group needs to come up with a solution on how to solve the situation provided. Each group will be responsible to create a brief PowerPoint explaining their situation and their solution(s) to the situation. Worth 50 pts.

Exams (75 pts ea. = 150 pts total): This course will have two exams. The exams will be a combination of true/false, multiple choice, and essay questions. Material will come from the text book, videos, and discussions. Exams will be open materials but will be timed.

Discussion (20 pts ea. X 14 = 280 pts): Each week I will post discussion questions related to the readings and links for that week. You will need to answer the questions by Thursday and then respond to four of your classmates' responses by Sunday.

Miscellaneous Assignments (up to 100 pts): These application assignments may be reflective exercises, activities, and responses.

Tentative Course Schedule

Date	Topic	Assignments
Week 1	Introduction to Class	<ul style="list-style-type: none"> • Introduce yourself in the Discussion area • Syllabus quiz
Week 2	The Nature of Organizations The Nature of Communication in Organizations	<ul style="list-style-type: none"> • Read chapters 1 & 2 • Chapter 1 Discussion • Chapter 2 Discussion
Week 3	Nonverbal Behavior and Communication Administration, Supervision, and Communication	<ul style="list-style-type: none"> • Read Chapters 3 & 4 • Chapter 3 Discussion • Chapter 4 Discussion
Week 4	Barriers to Effective Communication	<ul style="list-style-type: none"> • Read Chapter 5 • Chapter 5 Case Study • Ethical behavior paper due
Week 5	Personality, Temperament, and Communication Traits Organizational Orientations and Communication Traits	<ul style="list-style-type: none"> • Read Chapters 6 & 7 • Chapter 6 Case Study • Chapter 7 discussion
Week 6	Perceptions of People in Organizations	<ul style="list-style-type: none"> • Read chapter 8 • Chapter 8 Discussion • Social media paper
Week 7	Exam 1	<ul style="list-style-type: none"> • Exam 1
Week 8	Job Hunting Project	<ul style="list-style-type: none"> • Job Hunting Project
Week 9	Job Hunting Project	<ul style="list-style-type: none"> • Job hunting project cont.
Week 10	Approaches to Management Power and Status	<ul style="list-style-type: none"> • Read Chapters 9 & 10 • Chapter 9 Discussion • Chapter 10 Discussion
Week 11	Organizational Culture Communication and Change	<ul style="list-style-type: none"> • Read Chapters 11 & 12 • Chapter 11 Discussion • Chapter 12 Discussion
Week 12	Disagreement, Conflict, and Groupthink	<ul style="list-style-type: none"> • Read Chapter 13 • Conflict Paper Due • Chapter 13 Discussion
Week 13	Effective Supervisory and Subordinate Relationships Discrimination and Pseudodiscrimination	<ul style="list-style-type: none"> • Read Chapter 14 & 15 • Chapter 14 Discussion
Week 14	LinkedIn Profile	<ul style="list-style-type: none"> • LinkedIn Profile
Week 15	When All Else Fails...Get Out	<ul style="list-style-type: none"> • Read Chapter 16 • Discrimination Paper due • Chapter 16 Discussion
Week 16	Tying it all together	<ul style="list-style-type: none"> • Case Study in Groups • Final Exam