

Upper Iowa University
External Degree Program
COMM 305-07 Organizational Communication

COURSE DESCRIPTION:

A study of communication channels, patterns and problems occurring in today's organizations. The course examines how organizations operate and the roles of individual organization members and how they can create, give and improve presentations for any topic or situation. Three semester credits.

COURSE OBJECTIVES:

In this course, the student will learn to competently explain a process or argue a thesis orally before an audience for a minimum of five minutes; in addition, the student will complete a written evaluation of the successful performance. This evaluation will be 2-3 pages, typewritten, and it will accomplish the following:

1. Identify obstacles encountered in preparing the speech and solutions employed;
2. Describe non-verbal feedback observed during the presentation, relating this feedback to performance conditions and to audience characteristics;
3. Identify strengths and weaknesses of materials organization, including the use of visual or other aids;
4. Evaluate the performance within the context of audience and instructor feedback.

COURSE STRUCTURE:

The course includes lectures, readings, out-of-class observations, self-assessment assignments, exercises on the textbook readings, a midterm exam, a final presentation, and a final exam.

Presentation lectures and practice sessions will tentatively include:

- identifying and researching target audience;
- identifying a topic applicable to the target audience or assignment;
- narrowing a topic to a strong thesis;
- conducting research in support of the thesis;
- identifying the appropriate structure for the presentation of the thesis including but not limited to cause/effect, problem-solution, call to action, inverted triangle;
- learning to organize the presentation for maximum effect;
- identifying potential problems with the presentation and rectifying;
- learning to identify audience and listener feedback and its various meanings;
- learning to use visual aids and handouts effectively;
- learning how to practice giving a presentation effectively;
- learning how to do a self-assessment, based on audience and instructor feedback.

In addition, the course will help the student achieve the following goals:

1. Evaluate basic communication theories, the communication process and methodology within organizations;
2. Critically assess the effectiveness of communication styles and methodology within organizations;
3. Analyze communication processes and practices within organizations;
4. Apply communication skills required to be successful in a business environment.

REQUIRED MATERIALS:

1. Textbook: *Communicating for Results* by Hamilton, 8th edition, 2008, Wadsworth.
2. Syllabus

You may purchase your textbook through MBS Direct by calling their toll free number at: 800-325-3252 or through the UIU homepage: www.uiu.edu. Click on the link for current students then select order textbooks from the options in the left hand column. Follow the link and select External Degree for your location.

JOURNAL ENTRIES:

As you read the chapters, you should be having what I call “Aha! moments.” That is, as you read something, it will make you pause and think; perhaps you will agree or you may even disagree, as long as you are THINKING. Or these sections may cause you to remember something in a previous job that relates to the textbook reading.

For each chapter, you are to write a journal entry about these moments and also, write about, in your own words, what the chapter is about and what you have learned from it. Journal entries should be typed, double spaced, from one to two pages. In addition to allowing me to share in your “Aha! moments,” this is also a way for me to take attendance. Journal entries will not be graded, but failure to submit them will negatively impact your final grade, especially if you are on the borderline between two grades.

COURSE OVERVIEW:

There are four units in this course, and each unit is comprised of chapters. Work on each chapter will involve student workbook assignments, research, presentation outlines, two presentations that are videotaped and mailed to UIU, problem solving scenarios, brainstorming activities, definitions, self-assessments, a personal interview and summary, the creation of visual aids, and audience reaction forms.

GRADING:

Unit One (Chapters One through Six) Interpersonal and Organizational Communication
Unit work = 600 points possible

Unit Two (Chapters Seven and Eight) Interviewing
Unit work = 267 points possible

Midterm (Chapters One through Eight) = 100 points

Unit Three (Chapters Nine and 10) Small Group Problem Solving
Unit work = 257 points possible

Unit Four (Chapters 11 through 14) Oral Presentations
Unit work = 595 points possible

Final Exam (Comprehensive) = 150 points

When you submit your work, please send all of one unit at a time. Do not send parts of one unit along with parts of another unit.

Total points possible for the course = 1,969

EXAMINATION INFORMATION:

The midterm is worth 100 points and uses T/F, multiple choice, short answer and essay questions. This is an open book midterm. Your assigned textbook is the only resource allowed during the two-hour midterm. If you aren't sure of a question, leave it and go back later. You need to use your time wisely, because although two hours sounds like a long time, it passes quickly during tests.

The final exam is worth 150 points and uses T/F, multiple choice, short answer and essay questions. This is an open book final exam. Your assigned textbook is the only resource allowed during the three-hour final exam. If you aren't sure of a question, leave it and go back later. You need to use your time wisely, because although three hours sounds like a long time, it passes quickly during tests.

NOTE: In order to pass this course, you must get a passing grade ("D" or better), on at least one of the exams and have enough cumulative points to earn a passing grade.

Grades are based on the following percentages:

A = 90-100 percent	=	1,772 – 1,969 points
B = 80-89 percent	=	1,575 – 1,771 points
C = 70-79 percent	=	1,378 – 1,574 points
D = 60-69 percent	=	1,181 – 1,377 points
F = 59 percent or less	=	1,180 points or less

UPPER IOWA UNIVERSITY USES A STANDARD GRADING SYSTEM:

A = All work is excellent, shows exceptional understanding of materials; logical, clear, and insightful written and oral work, incorporates knowledge from other sources and moves easily to the next level of understanding, works well beyond minimum requirements.

B = Understanding material is good to very good, demonstrates good grasp of material, good oral and written skills, produces more than the minimum requirements, quality of all work is high.

C = Satisfactory understanding of the material, submits only the minimum requirements, communicates adequately in oral and written formats, displays an adequate understanding of all basic concepts.

D = Quality and quantity written and oral work is below average and barely acceptable.

F = Quality and quantity written and oral work is unacceptable.

CHEATING, ACADEMIC DISHONESTY AND PLAGIARISM:

Because cheating, academic dishonesty and plagiarism are affronts to the University community as a whole and a denial of the offender's own integrity, they will not be tolerated. Cheating includes but is not limited to:

- the use of unauthorized books, notes or other sources in the giving or securing of help in an examination or other course assignments,
- the copying of other students' work or allowing others to copy your work,
- the submission of work that is not your own or allowing others to submit your work as theirs,
- the submission of the same work for two or more classes without the approval of any instructors involved.

Academic dishonesty includes, but is not limited to:

- sharing academic materials knowing they will be used inappropriately,
- having access to another person's work without permission,
- providing false or incomplete information on an academic document,
- changing student records without approval.
- obtaining and using texts intended for instructor use only.

Plagiarism includes, but is not limited to:

- the presentation of another's published or unpublished work as one's own,
- taking words or ideas of another and either copying them or paraphrasing them without proper citation of the source,
- using charts, graphs, statistics or tables without proper citation.

Detected cheating, academic dishonesty, or plagiarism will result in consequences that may, at the instructor's discretion, include course failure. In addition, an offender may be reported to the Senior Vice President for the Extended University, the Dean of the Extended University, or designee for possible disciplinary action, which may include suspension or dismissal from the University. Upper Iowa University may make use of various plagiarism detection services. Individuals, by enrolling in courses offered by the University, consent to submission by the University of course-related assignments to such services and the retention of a copy of such assignments by the service.

Cheating, academic dishonesty and plagiarism infractions are tracked by the Dean of the Extended University, and cumulative evidence collected from multiple incidents will be considered when making suspension or dismissal decisions.

Extended University Catalog 2007/08 page 97.

http://www.uiu.edu/catalogs/eu/html/univ_policies.html#cheating

ATTENDANCE:

Even though a student does not attend a regular classroom in the traditional sense and keep up with a set schedule of assignments, it should be pointed out how important it is to keep yourself on a regular timely schedule if possible to complete and send in units. It is too easy to set work aside and decide to do it later. Suddenly, the need to complete assignments and get them in by deadlines can become stressful and, at times, impossible. The key would be to set time aside on a regular basis and submit work in a timely manner.

LIBRARY RESOURCES:

As a student of Upper Iowa University, you have access to the resources of the Henderson-Wilder Library on the Fayette campus. If travel to the campus is not feasible, you can access the library through the University's website. Go to: www.uiu.edu and click on the Library option located on the left side of the home page. If you would like to use InfoTrac, please contact the UIU Library staff at library@uiu.edu.

WITHDRAWAL:

If you wish to withdraw prior to the last day of the enrollment period you must contact the External Degree office by phone or in writing. After your original six month enrollment period you no longer have the option to withdraw from the course. You must finish the course or have a final grade assigned based on the coursework submitted.

SPECIAL NEEDS:

If you require accommodation for special needs, please provide documentation to: Director of External Degree.

This syllabus is tentative and subject to change.