

Organizational Communication
Fall 1999

Comm 35864:12067-002

Instructor: Dr. Rozell Duncan

Office: MSP D207

Office Hours: Tues & Thurs 7 – 8:30 p.m.

Wed. 5:30 – 6:00 p.m.

Wed. 6:15 – 8:45 p.m.

Office Phone: (330) 672-2659

Work Phone: (330) 643-7295

Home Phone: (330) 864-6885

(Between 10:00 a.m. & 10:00 p.m.)

Required Text:

Miller, K. (1999). Organizational Communication: Approaches and Processes. (2nd Ed.).

Belmont, CA.: Wadsworth Publishing.

Course Description: This course is an introduction to the field of organizational communication and how the communication process impacts the organizational context.

Purpose of the Course: The purpose of this course is to develop an understanding of the techniques and perspectives of how organizations can be studied using communication behaviors and phenomena.

Course Objectives: Students will explore both the scholarship and application of organizational communication. You are expected to acquire an understanding of the field of organizational communication, the techniques and perspectives used, how organizations can be understood by studying communication behaviors and phenomena, and the impact organizations have on its members.

Course Requirements

Reports: You will select a topic from the list attached (only one student per topic) and prepare a 4 – 6 page report (not including the title page or bibliography) typed and double spaced. The report should include 1) a glossary of important definitions; 2) examples from popular magazines, organizational house publications, annual reports, or other appropriate printed material; 3) a synopsis of one or more research articles from relevant journals (this syllabus contains a list of journals from which articles may be chosen) a copy of the journal articles used **must** be attached; 4) a summary of practical advice on the topic; and, 5) a theoretical explanation of the phenomena. You will do a 5 to 6 minute oral presentation as designated in the syllabus. All reports will be due by November 10, whether or not you have given your class presentation.

Case Analysis Paper: Using one of the perspectives learned in class, you will prepare an analysis of a case study. This paper must be 8 – 12 pages in length (not including title page or bibliography), typed, double spaced, and follow APA format. Your paper should be supported with at least 6 references from communication journals (see list in syllabus). Papers will be due on December 1, 1999. Five (5) points per day will be deducted for late papers.

Field Assignments: Each student is to make arrangements to visit an organization where they will observe the application of theory in the workplace. A 4 to 5 page double-spaced typed paper using APA format will be completed about your experience.

Quizzes: There will be five (5) unannounced quizzes covering reading assignments due the day of the quiz. Therefore, keep up with your reading.

Exams: Three non-comprehensive exams will be given over the lectures, textbook, and any material discussed in class. Exams may take on a variety of formats (i.e. essay, objective). Make-up exams will only be given due to an excused absence and will be essay format. Make-up exams will be given on the day of the final after the student has completed the final exam.

Cheating/Plagiarism: Cheating is the intention “to misrepresent the source, nature or other conditions of academic work so as to accrue undeserved credit or to cooperate with someone else in such misrepresentation.” Plagiarism is presenting “as one’s own a material portion of the ideas or words of another or to present as one’s own ideas or work derived from an existing source without full or proper credit to the source of the ideas, words, or works.” **These offenses will not be tolerated.** Violators will receive an “F” in the course and will be further subject to University policy.

Preparation: Be Prepared. Read your assignments and prepare your written work on time. Late assignments are subject to a penalty.

Etiquette: You will use the best possible language while giving a presentation. No gum chewing, hats or scarves while speaking. No one may enter or exit the class while someone is giving a presentation. It is disruptive to your classmates.

Attendance Policy: **READ THIS CAREFULLY.** You are expected to be present for every class. One unexcused absence will be permitted without penalty. Each unexcused absence beyond one will cost the student the loss of an increment in grade for each absence over the limit up to three. Miss four (4) classes and you cannot complete this course. Excused absences are determined by University guidelines and must be documented. Attendance sheets will be circulated at the beginning of class; therefore, it will be wise to arrive on time. Arriving late disrupts the class and is discourteous to other students and the instructor. Any tardiness of more than 20 minutes will be considered as an absence. *It is **YOUR** responsibility to sign the Attendance Sheet each class. If your signature is not there, you will be considered absent.*

Students with Disabilities: In accordance with University policy, if you have a documented disability and require accommodations to obtain equal access in this course, please contact the instructor at the beginning of the semester or when given an assignment for which an accommodation is required. Students with disabilities must verify their eligibility through the Office of Student Disability Services (SDS) in the Michael Schwartz Student Services Center, phone (330) 672-3391.

Communication Journals

Administrative Science Quarterly	Journal of Applied Communication
Management Communication Journal	Communication Monographs
Business Horizons	Journal of Organizational Communication
Journal of Industrial Psychology	Human Communication Research
Journal of Public Relations	Journal of Communication
Communication Quarterly	Quarterly Journal of Speech
Western Journal of Communication	Central Journal of Communication
Southern Journal of Communication	Management Communication Quarterly
The Academy of Management & Review Journal	
Journal of Employee Rights & Responsibilities	

Course Outline

<u>Date</u>	<u>Topic/Activity</u>	<u>Reading</u>	<u>Reports</u>
9/1	Introduction of Course/ Classical Approaches	Chp. 1	
9/8	Human Relations Approaches	Chp. 2	
9/15	Human Resources Approaches	Chp. 3	1,2,3
9/22	Systems Approaches	Chp. 4	4,5,6
9/29	Exam 1 (Chps. 1 – 4)		
10/6	Cultural Approaches	Chp. 5	7,8,9
10/13	Critical Approaches	Chp. 6	10,11,12
10/20	Socialization Processes	Chp. 7	13,14,15
10/27	Performance Control Processes Topic Reports Due	Chp. 8	16,17,18
11/3	Exam 2 (Chps. 5 – 8)		
11/10	Decision-Making Processes	Chp. 9	19,20,21
11/17	Conflict Management Processes Field Assignments Due	Chp. 10	22,23,24
11/24	No Class – Thanksgiving		
12/1	Stress & Social Support Processes Diversity Management Processes Case Analysis Papers Due	Chp. 11 Chp. 12	
12/8	External Communication Processes Technological Processes	Chp. 13 Chp. 14	
12/15	Exam 3 (Final Exam) Wednesday 5:45 – 8:00 p.m. (Chps. 9 - 14)		

The instructor reserves the right to change this syllabus if deemed necessary.

Organizational Communication Topics

1. Communication apprehension and competence related to career choice and success.
2. Socialization-orientation and training for new organizational members.
3. Effects of job communication of personal and family adjustment.
4. Nonverbal communication in the workplace: Timing and communication.
5. Nonverbal communication in the workplace: Physical plant, distances, space and communication.
6. Nonverbal communication in the workplace: Body language and communication.
7. Organizational culture: logos, symbols, rituals, and ceremonies.
8. Management messages to employees. Written, spoken and other mediated communication.
9. Informal channels and the grapevine.
10. Superior-subordinate communication.
11. Disciplinary problems and communication: substance abuse, tardiness, absenteeism, poor quality work, stealing, and unethical conduct.
12. Motivation and communication.
13. Personnel matters: communicating, benefits, salary, record keeping policies, and etc.
14. Promoting health and safety.
15. Affirmative action and equal opportunity messages and action.
16. Employee responsibilities, rights and whistle blowing.
17. Negotiating and collective bargaining and counter-union advocacy.
18. Customer relations communication – service, sales and goodwill.
19. Community relations and communication.

20. Shareholder and financial community messages – annual reports and meetings.
21. Corporate rhetoric: Social responsibility and issue management.
22. Communicating change: mergers, acquisitions, downsizing, discharge, out placement, and retirement.
23. Intercultural organizational communication.
24. Workforce diversity; messages, effects, employee attitudes.
25. Organizational change: displaced staff change in regulations, mission/vision change.
26. Superior upward influence: impact on subordinates, wages, status, and etc.
27. Communication and employee training.
28. Impact of mediated communication on organizations: Use of computers.
29. Immediacy in the superior-subordinate relationship.
30. Job interview skills and mistakes.

Grades

Grades will be based on a total of 800 points.

<u>Assignment</u>	<u>Possible Points</u>	<u>Points Earned</u>
Report:	125	_____
Written 100 _____		
Oral 25 _____		
Case Analysis Paper	100	_____
Field Assignment	100	_____
Quizzes (20 points each)	100	_____
Quiz 1 _____		
Quiz 2 _____		
Quiz 3 _____		
Quiz 4 _____		
Quiz 5 _____		
Exam 1	100	_____
Exam 2	125	_____
Exam 3	<u>150</u>	_____
Total	800	_____

Final Grading Scale

720 – 800	A
640 – 719	B
560 – 639	C
480 – 559	D
0 – 479	F

Organizational Communication

Fall 1999

Information and Syllabus Agreement

Please sign and return. A copy will be provided for your records.

Name: _____

Local Address: _____

Local Phone Number: _____

Student ID Number: _____

Major: _____

Class Standing: _____



Agreement

I, _____ (print name), as a student of Dr. Duncan's Organizational Communication Class (Comm 35864:12067-002) for the Fall Semester, 1999, have read this syllabus. I understand what is expected of me as a student regarding:

Class requirements _____ (initials)

Course policies _____ (initials)

Assignments _____ (initials)

Due Dates _____ (initials)

Attendance policy _____ (initials)

Unless I request otherwise, Dr. Duncan has my permission to use portions of my student identification number as a method of distributing test scores and grades _____ (initials).

Signature

Date

Organizational Communication
Fall 1999 – Syllabus Revisions
Rev. 9/2/99

Comm 35864: 12067-002
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Wed. 6:15 – 8:45 p.m.
Office: MSP C303

Case Analysis Paper: This paper must be 6 – 8 pages in length (not including title or references), typed, doubled spaces, and follow APA format. Your paper should be supported with at least 5 references from communication journals (see list in syllabus).

Course Outline

<u>Date</u>	<u>Topic/Activity</u>	<u>Reading</u>	<u>Reports</u>
11/10	Decision-Making Process Topic Reports Due	Chp. 9	19,20,21
12/1	Stress & Social Support Processes Diversity Management Processes Case Analysis Papers Due	Chp. 11 Chp. 12	25,26,27