

BUSINESS AND PROFESSIONAL SPEAKING

Summer I 2002

Course Number: COMM 25863:13723-010

Monday and Wednesday 6:00 – 9:50 pm.

Instructor: Dr. Rozell Duncan

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Office Hours: Mon. & Wed. 4:30 – 6:00 pm. or by appointment

Text: Adler, R.B. & Elmhurst, J.M. (2002). *Communicating at work: Principles and practices for business and the professions*. (7th ed.) Boston: McGraw-Hill.

Course Description: In this course you will focus on the communication competencies and theoretical constructs needed and used in business and professional settings.

Purpose of the Course: This course is intended to improve your understanding of the principles of communicating in a professional manner.

Course Objectives: This course is designed to help the student develop an understanding and knowledge of communicating in the workplace. By the end of the semester, you should be able to set individual goals, understand organizational culture, write business correspondence, research career options, conduct various interviews, and make individual and group presentations. You will also possess a working knowledge of lawful and unlawful communication in the workplace and a heightened awareness of ethical and unethical communication in business and professional settings.

COURSE REQUIREMENTS

Critical Achievement: This assignment will develop your ability to evaluate your work performance. You will write five (5) critical achievements (goals). Benchmark evaluations will be submitted twice during the semester. (50 points)

Business Writing: This assignment covers the basic written skills that you need for interviewing. You will produce a cover letter, resume, and thank you letter and participate in a mock interview. (75 points)

Career Research Assignment: You will interview a professional in your chosen field. You will write an analysis of the interview. (50 points)

Presentations: Students are required to participate in both an individual and group presentation. Speakers should be well prepared; dress appropriately, and generally behave in a businesslike and professional manner. For example, shorts, T-shirts, and blue jeans are normally inappropriate for formal presentations. The objective should be to dress consistent with the nature of the presentation. (175 points)

Individual Presentation: You will prepare and deliver a 6 to 8 minute persuasive presentation. The purpose will involve either changing or strengthening the audiences' belief and attitudes or shaping the audiences behavior on an organizational or business issue. (75 points)

Group Presentation: You will be assigned to a group of up to five (5) members to prepare and follow a meeting agenda on an approved topic. Your group will be expected to meet both inside and outside of class to plan and organize your project and class presentation. Your grade for this project will be a group grade. (100 points)

Quizzes: There will be three (3) unannounced quizzes during the semester. The quizzes will test your understanding of the reading assignments and may be objective or short answer. (50 points)

Exams: Two non-comprehensive exams will be given over the lectures, textbook, handouts, and material covered in class. Each exam will be worth 100 points. The exams will consist of a variety of question types including multiple-choice, fill-in, matching, and short answer. Make-up exams will be given only due to an ***approved excused absence*** and will be in a format designated by the instructor. Make-up exams will be given at a time convenient for the instructor. Failure to take either exam will result in a zero for that exam. (200 points)

Written Work: All written work must be typed and double-spaced using either APA or MLA style format. Any work that is two or more pages in length are to be stapled together. *Assignments will not be accepted after the deadlines listed in the course schedule unless prior approval is obtained from the instructor.* Late assignments are subject to a penalty.

Participation: You are expected to read the assigned material before coming to class. Active participation in class discussion and activities is expected. Be Prepared.

Cheating/Plagiarism: You are expected to do your own research and paperwork. 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.

Attendance Policy: **READ THIS CAREFULLY.** Following is a statement of the attendance policy for this class. It will strictly be enforced. You are expected to be present for every class. One unexcused absence will be permitted without penalty (not on the day you are scheduled to speak). Each unexcused absence beyond one will result in the course grade being lowered by 5% for each absence over the limit up to four absences. Miss five classes and you cannot complete this course.

If an emergency should arise and the student cannot attend class, especially on a day the student is scheduled to speak, the instructor must be contacted immediately, prior to class time. (After the fact is too late). It will be up to the instructor to decide if the reason warrants an adjustment in speaking date. Excused absences are determined by University guidelines and must be documented. If you must miss a class, see me beforehand and let me know why. However, this does not automatically guarantee you will be excused.

An attendance sheet will be circulated at the beginning of class; therefore, it would be wise to arrive on time. Arriving late disrupts the class and is discourteous to both students and the instructor. Any tardiness of more than 30 minutes will be reflected in your grade. *It is your responsibility to sign the attendance sheet each day of class.* If your signature is not on the attendance sheet, you will be considered absent.

Late Work: If you miss a deadline, presentation, or exam as a result of an **excused absence**, it will be made-up the class period that you return. Due to the nature of group work, group presentations **CANNOT** be made-up. Group presentations will be given as assigned. Each student will be granted one (1) class period extension on **written work**. The student **MUST** contact the instructor before the beginning of class in which the assignment is due to receive the extension. If the assignment is not submitted by the start of the class on the following class day, the student will receive a zero for the assignment and no further extensions will be granted. Written assignments, presentations, and exams missed as a result of **unexcused absences** will result in a zero for the assignment.

Etiquette/Courtesy: You are expected to be attentive during lectures. Small group or dyadic conversations are disruptive and discourteous to other students and the instructor. Students who need to talk to others including talking on the phone, will be asked to conduct conversations in the hall. Please turn off or mute cellular phones and pagers during class. No gum chewing while giving a presentation. The best possible grammar will be used in presentations and in class. All presentations are to reflect “good taste.” Hats, caps, etc. may not be worn while giving a presentation. Students may not enter or exit the room while a presentation is in progress.

Legality: No illegal substances, explosives, firearms, weapons, live or dead animals, dangerous machinery, volatile chemicals, or noxious materials are to be brought to class. Illegal or grossly offensive behavior will not be tolerated.

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.

Course Registration: It is the policy of Kent State University that students are not permitted to attend classes for which they are not officially enrolled. It is the student's responsibility to ensure proper enrollment in classes. You are advised to review your official class schedule during the first two weeks of the semester to ensure proper enrollment. Should you find an error in your class schedule, you have until Friday of the second week of classes to correct it. If registration errors are not corrected by that date and you do continue to attend and participate in classes for which you are not officially enrolled, you are advised now that you will not receive a grade at the conclusion of the semester.

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Evaluations will be based on the following criteria: (Use the blanks to keep track of your points)

<u>Assignment</u>	<u>Points Possible</u>	<u>Points Earned</u>
Critical Achievement	50	_____
Goals	10 pts. _____	
Benchmark 1	15 pts. _____	
Benchmark 2	25 pts. _____	
Business Writing	75	_____
Cover Letter	10 pts. _____	
Resume	35 pts. _____	
Thank You Note	10 pts. _____	
Mock Interview	20 pts. _____	
Career Research Assignment	50	_____
Research Folder	10 pts. _____	
Analysis	30 pts. _____	
Questions	5 pts. _____	
Feedback Form	5 pts. _____	
Individual Presentation	75	_____
Oral	60 pts. _____	
Outline	15 pts. _____	
Group Presentation	100	_____
Agenda/Manuel	25 pts. _____	
Meeting	50 pts. _____	
PowerPoint	20 pts. _____	
Q & A Period	5 pts. _____	
Quizzes	50	_____
Quiz 1	10 pts. _____	
Quiz 2	15 pts. _____	
Quiz 3	25 pts. _____	
Exam 1	100	_____
Exam 2	100	_____

Total	600	

Grading Scale

540 – 600	=	A
480 – 539	=	B
420 – 479	=	C
360 – 419	=	D
359 and below	=	F

Course Outline

Business and Professional Speaking
Monday and Wednesday

Dr. Rozell Duncan

<u>Date</u>	<u>Topic/Readings</u>	<u>Assignment</u>
June 10	Course Overview Communicating at Work Culture and Diversity in Organizational Settings Goal Setting Chapters 1 and 2	
June 12	Business Writing Principles of Interviewing Types of Interviews Appendix 2, Chapter 6 and 7	Form Groups
June 17	Verbal and Nonverbal Messages Listening Interpersonal Skills Chapters 3, 4, and 5	Goals Due Group Meetings
June 19	Mock Interviews Exam 1	Cover Letter and Resumes Due
June 24	Developing the Presentation Organizing your Ideas Verbal and Visual Support Delivering the Presentation Chapter 10, 11, 12, and 13	Thank You Notes and Benchmark 1 Due
June 26	Informative and Persuasive Speaking Working in Teams Effective Meetings Group Presentation and Special Occasion Speaking Chapter 14, 8, 9, and Appendix 1	Career Research Due
July 1	Individual Presentations	Presentation Outlines Due Group Meetings
July 3	No Class, Enjoy Your Holiday	
July 8	Group Presentations	Benchmark 2 Due Agenda/Manual Due
July 10	Group Presentations Exam 2	Agenda/Manual Due

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

Business and Professional Speaking
Summer I 2002, Information and Syllabus Agreement

PLEASE SIGN AND RETURN (a copy of this agreement will be provided for your records)

Name: _____

Local Address: _____

Local Phone Number: _____ Email Address: _____

Student ID Number: _____ Class Standing: _____

Major: _____



Agreement

I, _____ (print name) as a student in Dr. Duncan's Business and Professional Speaking Class (COMM 25863:13723-010) for the Summer I 2002 semester, have read this syllabus. I understand what is expected of me as a student regarding:

Course Policies _____ (initials)

Class Requirements _____ (initials)

Assignments _____ (initials)

Due Dates _____ (initials)

Attendance Policy _____ (initials)

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

Signature

Date