

ORGL 3304 -- Professional Communication for Organizations

INSTRUCTOR: Dr. Sarah Roche

INSTRUCTOR CONTACT INFORMATION: smoreman@sulross.edu

830 703 4837

OFFICE HOURS

Del Rio Faculty Building Room 213: Monday to Thursday 5-7, but I am usually in my office most days; please call or email to make an appointment; the best part of my job is visiting with students so don't hesitate to contact me.

COURSE DESCRIPTION

This course offers instruction in, practice, and feedback on professional communication. Students will learn about, reflect on, and practice communication strategies for team building, conflict resolution, problem solving in professional, civic, and personal areas. Students will enhance the clarity of their writing through drafting and guided revision of workplace documents.

GOALS OF THE COURSE

Students will

- Reflect on, write about, discuss, and develop their own communication styles
- Communicate clearly and persuasively in written, visual, digital, and online genres

TEXTBOOKS

- *Crucial Conversations* by Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler. ISBN: 978-0-07-177132-0
- *Writing That Works* online book at http://toefl.uobabylon.edu.iq/papers/itp_2015_41931767.pdf
- Online Writer's Handbook: <https://owl.english.purdue.edu/owl/>

HELP for WRITING

SWTJC-RGC Writing Centers

In the summer, the Del Rio Writing Center is not open. Please see information in Blackboard on Writing Center locations and hours.

SMARTHINKING: this is an online tutoring service. Go to <http://services.smarthinking.com/login/login.php?>

User Name: use your entire sulross email, like this: smoreman@sulross.edu

Password: use the word "sulross"

If you have problems access SMARTHINKING, please contact Ms. Kathy Biddick at kbiddick@sulross.edu

COURSE REQUIREMENTS

- Weekly assigned readings from *Crucial Conversations* and discussion postings and responses to other students' postings
- Five workplace documents: memo, letter, flier, brochure, web pages
- Substantive revisions of workplace documents

TYPICAL WEEKLY SCHEDULE (note: try to complete work by Friday or Saturday to free up Sunday for personal time)

Mondays: Read assigned *Crucial Conversations* chapter; start drafting the workplace document that is due this week

Tuesdays: Continue reading assigned *Crucial Conversations* chapter and start drafting Discussion Board post supported with examples from *Crucial Conversations* and your own experiences; continue writing workplace document that is due this week

Wednesdays: Post DB discussion; work on revising the graded workplace document you turned in last week

Thursdays: Respond to other students' DB post by Thursday midnight; revise workplace document

Fridays: Edit and proofread workplace document due Sunday night; read responses to your DB post and respond if you wish

Saturdays/

Sundays: Turn in the workplace document or revision assigned for this week

SCHEDULE OF COURSE REQUIREMENTS

Week 1 June 1 – June 6 *Crucial Conversations* Ch. 1, Ch 2, Discussion Board: Introductions and Ch 2;

Week 2 June 8 – 13 *Crucial Conversations* Ch. 3; Discussion Board; Memo due

Week 3 June 15 – 20 *Crucial Conversations* Ch. 4; Discussion board; Letter due

Week 4 June 22 – 27 *Crucial Conversations* Ch. 5; Discussion board; Flier due

Week 5 June 29 – July 3 *Crucial Conversations* Ch. 6; Discussion board; Brochure due

Week 6 July 6 – 11 *Crucial Conversations* Ch. 7; Discussion board; Web page due

Week 7 July 13 – 18 *Crucial Conversations* Ch. 8; Discussion board; Web page due

Week 8 July 20 – 25 *Crucial Conversations* Ch. 9 and Ch. 10; Discussion board; Web page due

GRADE COMPUTATION

Assignment	Points Possible
8 Discussion Board posts	100 for all 8 posts and responses
Workplace Writing	
• Memo	50
• Letter	50
• Flier	50
• Brochure	50
• Web pages	100
Revisions	
• Memo	100
• Letter	100
• Flier	100
• Brochure	100
• Web pages	200
Total Points for Course	1000