Organizational
Communication
COMM 4303
Spring 2017

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Office Hours:  Monday, Tuesday, and Thursday 1:30 – 3:30 and by appointment

**Course Materials:**
**Required Textbook:**  Eisenberg, E.M., Goodall, H.L., & Trethewey, A. (2010)
Organizational Communication: Balancing Creativity and Constraint, 6th ed. ISBN: 978-
0-312-57486-4
The textbook is available in the Sul Ross State University book store, or you can order it
online.  If you order it online, please make sure you are ordering the 6th ed.  Please order
your books as soon as possible so you do not fall behind in the course.

Additional course material and supplementary reading material will be posted in
Blackboard along with assignments and quizzes. You will need to check blackboard
regularly to down load all of the supplementary readings and to complete course
assignments.

**COURSE DESCRIPTION:**
**This is an independent study that will utilize the material posted on Blackboard.**
**The student is expected to complete all of the assignments and quizzes by the posted**
**due dates.**
**Organizations** are central to our lives, we work for them, we consume their products, we
see buildings which house their offices, we read about them in the newspapers and absorb
their advertisements.  When organizations falter, the ripple effect is felt throughout
society. From a communication perspective, organizations are the outward view of the
inner ongoing process of organizing, and communication is central to that process.  This
course explores the critical role of communication in organizations. Primary topics
include:  the nature of organizational communication; classical organizational structure
theories; behavioral and systems theories; loose-coupling, cultural approaches and sense-
making theories; behavioral and systems theories; climate and culture; information flow
and communication networks; new organizational media; leadership; group
communication, teamwork, and conflict; individual and system-wide organizational
analysis.

**Learning Objectives:**
Course Learning Objectives:  By the end of this course students should be able
    1.  To demonstrate a basic understanding of the range of communication issues in
        contemporary organizations
    2.  To compare the components of: Classical organizational theory, Human
        Resources theories, systems theory, cultural organizational theory, critical theory,
        and total quality control;

3. To demonstrate familiarity with organizational communication theory as applied to practical situations;
4. To apply theory and research findings to analysis of case studies.


<u>Student Learning Outcomes</u>
The graduating student will demonstrate:
1. competency for appropriate oral communication in public presentations.
2. competency for appropriate use of presentation software – specifically power point.
3. the ability to analyze arguments including identification of the major elements of the argument such as claims, warrants, data and backing
4. competency in appropriate discipline specific written communication.
5. the ability to apply communication theory to the analysis of communication situations.
6. competency in the use of media technology including video, audio and web technologies.
7. general knowledge of communication concepts and terminology

**GRADING** will be based on:
| | |
|---|---|
| 30% | Discussion Questions and Case Study Analysis |
| 10% | Assessments |
| 30% | Chapter Quizzes |
| 30% | Midterm & Final Exams |

<u>Assessments:</u>  You will periodically complete surveys or simulations related to the Chapter. After each class simulation or survey you will submit a one-page assessment of the primary lesson learned from the activity.  You must CLEARLY link the lesson learned to one of the concepts covered in the class that week.  In almost all instances, these concepts are based on that week's presentation based on the listed chapter in the textbook.  Class simulations may require that you work as a group online.

<u>Discussion Questions and Case Study Analysis:</u>  In each of the textbook chapters are discussion questions and case studies followed by questions about the case study. Students are expected to also read and respond to the answers posted by their classmates. Answers to these questions are due by the date indicated on the assignment posted on Blackboard. It is important to post your answer by the due date to allow time for discussions to develop around the questions. Your grade for the discussion questions and case study analysis will be partially based on how well you answer the questions and partially on how well you interact with your classmates.

<u>Chapter Quizzes:</u>  Will be open book and open note and will consist of fill in the blank and short answer questions drawn from the textbook chapter and any supplementary material provided to go with the textbook.

<u>Midterm and Final Exams:</u>  Will be open book and open note and will consist of ten short answer questions integrating the concepts covered in the chapters, journal articles and lectures preceding the exam.

Tentative Semester Schedule

Each week will run from Monday morning through Sunday evening.  I expect all of the work for the week to be completed and submitted before Sunday evening.  Do not wait until late on Sunday to try to submit your work because it is not unusual for Blackboard to be slowed with high volume on Sunday evenings which could result in your not being able to submit your work on time.  Late submissions will result in a reduction of grade on the assignment.

|  | Week | Readings |
|---|---|---|
| 8/25/2014 | one | Textbook: Preface & Chapter One |
| 9/1/2014 | Two | Textbook: Chapter 2 |
| 9/8/2014 | Three | Textbook: Chapter 3 |
| 9/15/2014 | Four | Textbook: Chapter 4 |
| 9/22/2014 | Five | Textbook: Chapter 5 |
| 9/29/2014 | Six | Textbook: Chapter 6 |
| 10/6/2014 | Seven | Midterm Exam |
| 10/13/2014 | Eight | Textbook: Chapter 7 |
| 10/20/2014 | Nine | Textbook: Chapter 8 |
| 10/27/2014 | Ten | Theories of Motivation - Reading posted on Blackboard |
| 11/3/2014 | Eleven | Textbook: Chapter 9 pp 281-301 |
| 11/10/2014 | Twelve | Textbook: Chapter 9 pp 302-309 |
| 11/17/2014 | Thirteen | Textbook: Appendix |
| 11/24/2014 | Fourteen | Thanksgiving |
| 12/1/2014 | Fifteen | Final exam |

Related University Policies:  As a student, you are responsible for being familiar with and following all university policies related to academic work.  I have mentioned some of the key policies below. If you are unsure of what the University Policies are I strongly recommend you access the Student Handbook on the SRSU website.

**<u>Academic Honesty</u>**
"The University expects all students to engage in all academic pursuits in a manner that is beyond reproach and to maintain complete honesty and integrity in the academic experiences both in and out of their classroom. The University may initiate disciplinary proceedings against a student accused of any form of academic dishonesty, including but not limited to, cheating on an examination or other academic work, plagiarism, collusion, and the abuse of resource materials."
--Excerpt from the Student Handbook

For online students, this also means that you should compose your own answers to discussion questions and case study questions, do not simply copy what one of your classmates has written. You are also expected to cite any information source you use to support your answer including the textbook, internet sources, journal articles or any other published source of information.

**ADA (Americans with Disabilities Act)**
Sul Ross State University is committed to equal access in compliance with the Americans with Disabilities Act of 1973. It is the student's responsibility to initiate a request for accessibility services. Students seeking accessibility services must contact Mary Schwartze, M.Ed, L.P.C. in Counseling and Accessibility Services, Ferguson Hall, Room 112. The mailing address is P.O. Box C-122, Sul Ross State University, Alpine, TX 79832. Telephone: 432-837-8203. E-mail: mschwartze@sulross.edu.

**Distance Education**
Students enrolled in distance education courses have equal access to the university's academic support services, such as Smarthinking, library resources, such as online databases, and instructional technology support. For more information about accessing these resources, visit the SRSU website. Students should correspond using Sul Ross email accounts and submit online assignments through Blackboard, which requires secure login information to verify students' identities and to protect students' information. *[If the course requires students to take proctored exams or to purchase additional software or equipment, please describe those requirements here.]* The procedures for filing a student complaint are included in the student handbook. Students enrolled in distance education courses at Sul Ross are expected to adhere to all policies pertaining to academic honesty and appropriate student conduct, as described in the student handbook. Students in web-based courses must maintain appropriate equipment and software, according to the needs and requirements of the course, as outlined on the SRSU website.