

MGMT4322- Management Communication

This is a QEP Course

Fall 2019 SESSION

Del Rio, Monday 6:00 PM to 8:45 PM Tech323

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AVAILABILITY HOURS:

Via CHAT, EMAIL or PHONE,

Tuesday, Wednesday, Thursday, 12:00 Noon to 3:30 PM

GRADING: Grades will be determined as follows:

| | |
|------------------|------------|
| Assignments (3) | 150 points |
| Presentation (3) | 250 points |
| Formal Report | 100 points |
| Total Points | 500 points |

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REQUIRED TEXTS:

- ***“Steal the Show: From Speeches to Job Interviews to Deal-Closing Pitches, How to Guarantee a Standing Ovation for All the Performances in Your Life”*** by Michael Port, Houghton Mifflin Harcourt, ISBN-13 978-0544555181
- ***“Writing That Works: How to Communicate Effectively in Business”*** by Kenneth Roman and Joel Raphaelson, Collins Reference; 3rd revised edition, ISBN-13 978-0060956431
- ***“Report Writing Skills Training Course”*** by Margaret Greenhall, Universe of Learning Ltd, ISBN 978-1849370363

OFFICIAL COMMUNICATION: All official communication by the University or me will be sent to your Sul Ross email account. As a result, you are required to activate your email account and check it from time to time for personal communication. I encourage you to email me if you have questions or comments, **BUT PLEASE** include your full name and the course for which you have questions. Even if you submit your email through the Blackboard site, I cannot tell which course you are in nor what your real name is (i.e., egar123) unless you put it in the body of your email.

TECHNOLOGY HELP: Obtain your RGC email account name and password directly from the **Central Help Desk at 1-888-837-2882**. For most technology problems, first go to the Lobo Technology Assistance Center (LTAC). The quicklink to this site is available from our home page under the “My SRSU” tab. For specific help with any aspect of Blackboard, including problems with online exams, contact our Blackboard administrators in Alpine.

BLACKBOARD HELP: 432-837-8489

In addition you may visit with one of our on-campus technology resource personnel as follows:

| | | |
|-------------|----------------------|--|
| Uvalde: | Mr. George Hernandez | phone: 830-279-3045 Email: ghernandez@sulross.edu |
| Del Rio: | Creighton Nope III | phone 830 703-4818 |
| Eagle Pass: | Mr. Juan Garza | phone: 830-758-5010 Email: jgarza8@sulross.edu |

I encourage you to email me if you have questions about any aspect of the course. Good luck and I look forward to “hearing” from you.

STUDENT QEP LEARNING OUTCOMES:

- Demonstrate the ability to research and write effectively.
Assessment: Written assignments, class discussion and final report.
- Demonstrate the effective oral communication skills to an audience
Assessment: Class presentations and class discussions
- Demonstrate the ability communicate using visuals tools.
Assessment: Written assignments, Class presentations, and final report

ADA STATEMENT:

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 Kathy Biddick in Student Services, Room C-102, Uvalde campus. The mailing address is 2623 Garner Field Road, Rio Grande College-Sul Ross State University, Uvalde, Texas 78801. Telephone: 830-279-3003. E-mail: kbiddick@sulross.edu

DISTANCE EDUCATION STATEMENT

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.

Schedule for MGMT4322 – Spring 2019

| Week | Topic | Readings |
|---------|--|--|
| Jan. 28 | Communicating in Today's Workplace, What is QEP | None |
| Feb. 4 | Communication Etiquette and Cultural Skills. Business Report Basics | "Writing that Works" "Report Writing Skills" Training Course |
| Feb. 11 | Designing Presentations <i>Assignment 1 due</i> | "Steal the Show" |
| Feb. 18 | <i>Presentation 1 – Report Proposal Presentations</i> | |
| Feb. 25 | <i>Presentation 1 – Report Proposal Presentations</i> | |
| Mar. 4 | Writing Process: Research, Organize, Compose, Analyze, Anticipate, Adapt, Revise, Proofread, Evaluate <i>Assignment 2 due</i> | "Writing that Works" Report Writing Skills Training Course |
| Mar. 11 | Resumes and Cover Letters | "Steal the Show" |
| Mar. 18 | SPRING BREAK | |
| Mar. 25 | Business Letters, E-mail Messages and Memos, <i>Assignment 3 due</i> | None |
| Apr. 1 | <i>Presentation 2 – Brand History Presentations</i> | |
| Apr. 8 | <i>Presentation 2 – Brand History Presentations</i> | |
| Apr. 16 | Social Media, QEP Assessment | None |
| Nov. 22 | Blogs, LinkedIn, Facebook, Twitter | "Writing that Works" |
| Apr. 29 | <i>Presentation 3 – Results of your report</i> | |
| May 6 | <i>Presentations 3 – Results of your report</i> | |
| May 13 | <i>Final Report (Assignment 4)</i> | |