

## **Introduction to Organizational Communication**

COM 301 Section G

Spring 2017

Monday/Wednesday – 2:00 – 3:50 PM

CB 223

Theresa L. Woods, M.A.

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Office: CA 132

Office Hours

Tuesday/Thursday: 2-3:30 pm

Virtual: Monday/Wednesday/Friday 8-10 am

And by appointment<sup>1</sup>

Phone number: 813.257.3521

### **Course Description**

This course introduces students to theory, research and applied practice in the study of organizational communication. Students will explore the role human communication plays in structuring, maintaining and changing organizations, and they will survey specific issues within the study of organizational communication, including socialization, decisionmaking, conflict, stress and burnout, cultural diversity, and external communication.

### **Course Goals**

Student competency in the following objectives will be demonstrated and measured through: in-class and homework assignments, quizzes and exams, and mixed assignments that require students to research or apply course concepts. These activities will test student knowledge, comprehension, and ability to apply, analyze, synthesize and evaluate stated concepts.

### **Course Objectives**

By the end of the semester, students will be able to:

- 1) Understand how communication is essential for the development and maintenance of organizations.
- 2) Be familiar with the various communication theories for understanding organizations.
- 3) Understand the effects of new communication technologies on organizations.
- 4) Understand how other communication disciplines (interpersonal, cultural, small group, public relations, etc.) apply to organizational settings.
- 5) Be able to assess communication in organizations and suggest recommendations to improve organizational communication.
- 6) Appreciate the importance of diversity and ethical practices in organizational communication situations.

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<sup>1</sup> Do not hesitate to make an appointment with me to visit during office hours or at a different time. If you have any questions or concerns, just send me an email and we can set up a time to meet. I can always be reached early in the morning before 10am on weekdays as well if you need a quick response.

### Course Format

This course is a combination of lectures, workshops, independent and group learning, and discussions. A high level of participation is expected.

Bring your textbook and computer to class every day!

### Textbook

Miller, Katherine. (2012). *Organizational Communication: Approaches and Processes* (6<sup>th</sup> ed.). Cengage. ISBN: 9780495898320

### Course Requirements and Grading

<b>In-Class Exercises and Assignments</b>	30%
<b>Weekly Reading Notes &amp; Discussions</b>	20%
<b>Pairs Presentation (Chapter &amp; Relevant Case)</b>	20%
<b>Team: Research Project</b>	25%
<b>Participation and Pop Quizzes</b>	5%

**Course Grade:** Total your points from all course requirements. See the table below to determine your final grade for the course. No rounding.

- A – 100-95
- AB – 94-90
- B – 89-85
- BC – 84-80
- C – 79 – 75
- CD – 74 – 70
- D – 70 – 60
- F – 59-0

## Schedule

The schedule is always subject to change due to unforeseen circumstances or changes. It's up to you to keep up with any changes announced in class and on Blackboard. If there are any serious changes, I will do my best to inform you as far in advance as possible.

Intro to Organizational Communication - COM 301 - G	Week	
<b>Wednesday, January 17, 2018</b>	1 Reading: Syllabus	Introductions Review syllabus Discussion of major assignments
<b>Monday, January 22, 2018</b>	2 Reading: Chapter 1 – The Challenge of Organizational Communication	Select Presentation Partners and Chapters (pairs) Chapter 1 Discussion Movie: The Naked Brand
<b>Wednesday, January 24, 2018</b>		Movie: The Naked Brand (continued) In-Class Transparency Blog Due: Notes for The Naked Brand & Chapter 1
<b>Monday, January 29, 2018</b>	3 Reading: Chapter 2 – Classical Approaches	Chapter 2 Discussion Movie: The Founder
<b>Wednesday, January 31, 2018</b>		Movie: The Founder (continued) Due: Notes for Chapter 2 and The Founder
<b>Monday, February 5, 2018</b>	4 Reading: Chapter 3 – Human Relations and Human Resources Approaches	Presentation 1 Select Research Teams
<b>Wednesday, February 7, 2018</b>		Overview of research methods Due: Notes for Chapter 3
<b>Monday, February 12, 2018</b>	5 Reading: Chapter 4 – Systems Approaches	Presentation 2 Systems Theory Assignment
<b>Wednesday, February 14, 2018</b>		Complete Systems Theory Assignment Due: Systems Theory Assignment Due: Notes for Chapter 4

<b>Monday, February 19, 2018</b>	6 Reading: Chapter 5 – Cultural Approaches	Presentation 3 Research Proposal
<b>Wednesday, February 21, 2018</b>		Research Proposal  Due: Notes for Chapter 5 Due: Research Proposal
<b>Monday, February 26, 2018</b>	7 Reading: Chapter 6 – Critical Approaches	Presentation 4
<b>Wednesday, February 28, 2018</b>		Review and approval of Organization  Due: Notes for Chapter 6
<b>Monday, March 5, 2018</b>	8 -Spring Break	
<b>Wednesday, March 7, 2018</b>	Spring Break	
<b>Monday, March 12, 2018</b>	9 Reading: Chapter 7 – Socialization Processes	Presentation 5 Cultural Approaches Assignment
<b>Wednesday, March 14, 2018</b>	<b>No Class Meeting</b>	Meet with your groups for Cultural Approaches Assignment Due: Paper #1 – Literature Review Due: Notes for Chapter 7
<b>Monday, March 19, 2018</b>	10 Reading: Chapter 8 – Decision-Making Processes	Presentation 6  Complete Cultural Approaches Assignment
<b>Wednesday, March 21, 2018</b>		Cultural Approaches – Discussion of findings  Due: Cultural Approaches Assignment  Due: Notes for Chapter 8
<b>Monday, March 26, 2018</b>	11 Reading: Chapter 9 – Conflict Management Processes	Presentation 7  Conflict Management Assignment
<b>Wednesday, March 28, 2018</b>		Complete Conflict Management Assignment  Due: Conflict Management Assignment  Due: Notes for Chapter 9
<b>Monday, April 2, 2018</b>	12	Presentation 8

	Reading: Chapter 10 – Organizational Change and Leadership Processes	Movie: TBA
<b>Wednesday, April 4, 2018</b>	Reading: Chapter 11 – Processes of Emotion in the Workplace	Presentation 9  Movie: TBA  Due: Notes for Chapter 10 & 11
<b>Monday, April 9, 2018</b>	<b>13 - No Class</b>	Workday for Research Papers
<b>Wednesday, April 11, 2018</b>	Reading: Chapter 12 – Organizational Diversity Process	Presentation 10  Organizational Diversity Assignment Due: Paper #2 – Research Plan Due: Notes for Chapter 12
<b>Monday, April 16, 2018</b>	14 Reading: Chapter 13 – Technological Processes	Presentation 11  Complete Organizational Diversity Assignment (present)  Due: Organizational Diversity Assignment
<b>Wednesday, April 18, 2018</b>	<b>No class meeting</b>	Due: Notes for Chapter 13  Workday for Communication Audit  Make appointments to meet with me during this class time as-needed.
<b>Monday, April 23, 2018</b>	15 Reading: Chapter 14 – The Changing Landscape of Organizations	Presentation 12
<b>Wednesday, April 25, 2018</b>		Due: Notes for Chapter 14  <b>Due Friday, April 27: Paper #3 – Organizational Application</b>
<b>Monday, April 30, 2018</b>	16	Research Presentations
<b>Final - Wednesday, May 2, 2018 - 1:30-3:30 Research Presentations, Class Recap</b>		