Goodwin University

OS210 Organizational Communication
7.5 Weeks Online OS210 - 3 Credits

Semester:
Day(s): On-line
Time(s): On-line
Classroom: On-line
Instructor:
Office Hours: By Appointment
Office Location: 3 Pent Road
Phone Number:
Email:

Prerequisites: All Foundational Coursework or Equivalents

Course Description

The focus of this course explores the variety of ways communications are carried out in the organization and the meanings and effects of those communications. The course provides an overview of contemporary communications theory, principles and practices that drive organizational effectiveness. Students will examine effective communication planning for the organization as well as identify communication skills necessary to build their personal communication competencies such as persuasion, influence, negotiation and instructing. Students will explore the ethical considerations around the sharing of information and the communication process. Students will and develop a communication plan.

Course Goal

1. Define micro and macro communication environments.
2. Explain the history of organizational communication.
3. Describe the impact of emotional intelligence and collective intelligence and ethos in effective communication.
4. Learn the power of language as it pertains to interpersonal communications, intrapersonal communications, active and reflective listening.
5. Identify common causes of problems with internal communications

6. Recognize complex group communication settings and understand the group dynamics including: climate, culture, social relations, subcultures, teams and networks, recognition and rewards.
7. Describe the impact of multicultural and multigenerational differences on communication style.
8. Describe effective uses of technology in the achievement of effective organizational communication.
9. Construct effective content for a communication plan for your organization.

Required Text

Organizational Communication: Approaches and Processes, 7th Edition Katherine Miller ISBN-13: 978-1285164205 352 Pages | © 2014 | Published

Student Learning Outcomes
1. Distinguish among different types of conflict and potential strategies for dealing with each.
2. Compare the five conflict response modes: Competing, Collaborating, Compromising, Avoiding, and Accommodating.
3. Assess their primary conflict response style, adapt their style to specific circumstances, and interpret other's conflict response and negotiations strategies.
4. Apply the negotiation process and the five human interaction paradigms.

"Courage is what it takes to stand up and speak and courage is what it takes to sit down and listen."

Winston Churchill

Grading Policy

Your performance in this course is assessed using multiple, varied methods in the areas listed below and based on the expectations as described in the syllabus and outlined in assessment scoring guides or rubrics. If you do not understand the expectations, it is your responsibility to ask the instructor questions.

Discussion Board Posts and Responses	40%
Writing Assignments	30%
Mid-term	10%
Final Exam	10%
Communication Plan	10%
Total:	100%

Grading Key

93-100 = A	80-82 = B-	67-69 = D+
90-92 = A-	77-79 = C+	63-66 = D
87-89 =B+	73-76 = C	60-62 = D-
83-86 = B	70-72 = C-	Below 60 = F

Assessment Methods

This section of the syllabus contains a listing with brief descriptions of the assessment methods for this course. They are designed to align with the student learning outcomes and provide you with varied ways to demonstrate mastery of the course content. Additional instructions and related scoring guides or rubrics are posted to Blackboard.

Discussion Board Posts (40%):

Students are expected to complete the assigned reading before participating in the Discussion Board. Students are required to answer the weekly Discussion Board question(s) in a 200 -300 word post, and respond to at least 3 fellow classmates with insightful comments and/or questions. The initial post must be made by Friday at 11:59 EST of each week.

Points will be deducted each day a student does not post. Because the week runs from Tuesday to the following Monday, discussion requirements cannot be made up.

The Discussion Board functions as an online conversation and differences of opinion are to be expected. Students are expected to disagree respectfully. Disruptive or rude comments will not be tolerated and may result in a loss of discussion points. Students are expected to use formal language and correct grammar, punctuation, and spelling in all posts and assignments. Repeated grammatical mistakes may result in a loss of discussion points.

Writing Assignments (30%):

The purpose of these writing assignments are to assess the student's comprehension of the weekly lectures and course materials. Students will answer questions and prepare their responses in APA format, using a one-inch margin on all sides, and a 12-point font. Assessment of written assignments will include use of APA format, writing, grammar, quotations, and references.

Mid-term (10%):

There will be a Midterm Exam for this course. Both exams will be available in Week 4. The exams will become available at the beginning of the week and will become unavailable when the week concludes. The exams are NOT timed. They are to be completed in the BlackBoard shell. They can be accessed only ONE time. You **cannot** stop the exam and come back to it. Make sure you budget enough time to complete the exam in ONE sitting.

Final Exam (10%)

There will be a Final Exam for this course. Both exams will be available in Week 7. The exams will become available at the beginning of the week and will become unavailable when the week concludes. The exams are NOT timed. They are to be completed in the BlackBoard shell. They can be accessed only ONE time. You **cannot** stop the exam and come back to it. Make sure you budget enough time to complete the exam in ONE sitting.

Communication Plan (10%)

The final complete Communication Plan will be due in Week 7. It will be compromised of various sections that will be assigned throughout individual weeks. These individual assignments throughout the 7 weeks will factor into your Weekly Assignments grade. The Final Plan will need to be submitted in BlackBoard during Week 7. No late submissions will be accepted.

Course Outline / Class Schedule*
"The beautiful thing about learning is that no one can take it away from you." - B.B. King

Week	Topic(s) Covered	Weekly Readings to be Completed	Assessment Method
1	Communication environments	Chapter 1 and 14 (pp. 1-16, 256-272)	Introduction, Syllabus, Overview of Organizational Communication
2	History of organization communication	Chapters 2 and 3 (pp. 17-58)	Discussion Board, Weekly Assignment, Communication Plan- Customer Service
3	EI and collective intelligence in groups	Chapter 4 and 5 (59-71 & 81-99)	Discussion Board, Weekly Assignment, Communication Plan- Introduction
4	Language and listening among people and groups	Chapter 6 and 7 (pp.100-141)	Discussion Board, Weekly Assignment, Communication Plan- Situational Analysis, Midterm
5	Sources of communication problems	Chapter 9 (pp.161 - 178)	Discussion Board, Weekly Assignment
6	Complexities of organizational dynamics and structure on communications	Chapters 10 and 11 (pp.179 - 215)	Discussion Board, Weekly Assignment, Communication Plan- Goals. Strategies, and Tactics, Diversity in the Workplace, Burnout Test
7	Cultural and generational effects on communication	Chapters 12 and 13 (pp. 218-255)	Discussion Board, Final Exam, and Final Draft of the Communication Plan

This syllabus is subject to change. Changes, if any, will be announced on Blackboard.
Be sure to check Blackboard and your Goodwin email regularly!

Class Policies

Late Assignments: All assignments must be submitted on the day they are due. Five points will be deducted per each week a speech or assignment is late. Speeches and assignments more than two weeks late may not be made up without documentation. In the event of an emergency or other extenuating circumstance, students are to contact the instructor immediately.

Blackboard: Blackboard contains class materials such as PowerPoints, articles, media, and links for submitting assignments. Be sure to *check Blackboard often* to stay up to date on announcements, new course materials, and other important information. *All assignments must be submitted on Blackboard.*

Communication and Email: Students are expected to communicate in a professional manner (i.e. verbal, written, and electronic). Course updates and announcements will be sent through Blackboard so please **check your Goodwin email account regularly.**

APA Style: This course follows APA style format for all written assignments. All written assignments must be produced using software that is compatible with Blackboard. Assessment of written assignments will include use of APA format, writing, grammar, quotations, and references. APA Style Central is also available at http://apastylecentral.apa.org/, the course Blackboard shell, and through the Hoffman Family Library at http://goodwin.libguides.com/APAStyleCentral

Expectations for Written Work:
The following are basic expectations for all written work:
1. One-inch margin for all sides of the page (i.e. top, bottom, left, and right side of the page).
2. The font is 12 point.
3. The paper is double spaced.
4. The first page of the paper includes:
   - ✓ Your full name
   - ✓ The date of submission

Course Decorum: We will create a positive environment in the online classroom. There is an expectation of respect and professionalism (i.e. demonstrate respect for instructors, peers, and self, participate in online activities, and follow course and college policies). You are encouraged to discuss any aspect of this course with your instructor at any time.

Goodwin College Policies and Services

This course adheres to all policies outlined in the Goodwin College catalog.

General academic policies of Goodwin College may be found on the college web site at and in the college catalog at http://www.goodwin.edu/academics/catalogs.asp.

Student services information may be found on the Goodwin College website at http://www.goodwin.edu/student-services/ and http://www.goodwin.edu/library/.