

Syllabus

COM-366: Organizational Communication

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Course Description

This course investigates the role of communication in creating a productive organizational environment, it aids adult learners in developing and strengthening their communication skills by focusing on interpersonal, and group and presentation skills.

Credit Hours: 3

Prerequisite Courses: None

Prerequisite Skills and Knowledge: None

Course Outcomes

Upon completion of this course, you should be able to:

1. Appraise the vital role of communication in the organization by examining its forms, processes and functions.
2. Recognize organizations as complex social processes.
3. Identify communication processes in organizations.
4. Research and analyze communication within organizations.
5. Demonstrate competence as a practitioner of communication in organizations.
6. Compare and contrast major theories of organizational communication.
7. Define corporate culture, leadership, teamwork, diversity, and ethics, and discuss how they impact organizational communication.

Course Textbook

Eisenberg, E., Goodall Jr., H.L., & Tredway, A. (2014). *Organizational Communication: Balancing Creativity and Constraint, 7th Edition*. New York: Bedford/St. Martin's.

Course Technology

None

IWU Diversity Statement

IWU, in covenant with God's reconciling work and in accordance with the Biblical principles of our historic Wesleyan tradition, commits to build a community that reflects Kingdom diversity.

We will foster an intentional environment for living, teaching and learning, which exhibits honor, respect, and dignity. Acknowledging visible or invisible differences, our community authentically values each member's earthly and eternal worth. We refute ignorance and isolation and embrace deliberate and courageous engagement that exhibits Christ's commandment to love all humankind.

Grading Scale

| Grade | Quality Points Per Credit | Percentage | Score |
|-------|---------------------------|------------|----------|
| A | 4.0 | 95%–100% | 950–1000 |
| A- | 3.7 | 92%–94.9% | 920–949 |
| B+ | 3.3 | 89%–91.9% | 890–919 |
| B | 3.0 | 85%–88.9% | 850–889 |
| B- | 2.7 | 82%–84.9% | 820–849 |
| C+ | 2.3 | 79%–81.9% | 790–819 |
| C | 2.0 | 75%–78.9% | 750–789 |
| C- | 1.7 | 72%–74.9% | 720–749 |
| D+ | 1.3 | 69%–71.9% | 690–719 |

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|----------|-----|-----------|---------|
| D | 1.0 | 65%–68.9% | 650–689 |
| F | 0.0 | 0%–64.9% | 0–649 |

Grading Policies

Your grading policy for your course is dependent on your school and program. Your grading policies can be found in the IWU Catalog.

Letter Grade Equivalencies

| Grade | Description of Work |
|----------|--|
| A | Clearly stands out as excellent performance. Has unusually sharp insights into material and initiates thoughtful questions. Sees many sides of an issue. Articulates well and writes logically and clearly. Integrates ideas previously learned from this and other disciplines. Anticipates next steps in progression of ideas. Example "A" work should be of such nature that it could be put on reserve for all cohort members to review and emulate. The "A" cohort member is, in fact, an example for others to follow. |
| B | Demonstrates a solid comprehension of the subject matter and always accomplishes all course requirements. Serves as an active participant and listener. Communicates orally and in writing at an acceptable level for the degree program. Work shows intuition and creativity. Example "B" work indicates good quality of performance and is given in recognition for solid work; a "B" should be considered a good grade and awarded to those who submit assignments of quality less than the exemplary work described above. |
| C | Quality and quantity of work in and out of class is average. Has marginal comprehension, communication skills, or initiative. Requirements of the assignments are addressed at least minimally. |
| D | Quality and quantity of work is below average. Has minimal comprehension, communication skills, or initiative. Requirements of the assignments are addressed at below acceptable levels. |
| F | Quality and quantity of work is unacceptable and does not qualify the student to progress to a more advanced level of work. |

Course Module Summary

| Week | Workshop | Reading Chapters | Discussion* | Assignment* | Quiz/Exam* | Total Points per Workshop |
|-------------------|---------------------|------------------|-------------|-------------|------------|---------------------------|
| Week One | Module One | Chapter 1 | 2/40 | 1/40 | -- | 80 |
| | Module Two | Chapter 2 | -- | 1/90 | 1/50 | 140 |
| Week Two | Module Three | Chapter 3 | 2/40 | -- | -- | 40 |
| | Module Four | Chapter 5 | 1/40 | -- | 1/40 | 80 |
| Week Three | Module Five | Chapter 4 | 2/40 | 1/10 | -- | 50 |
| | Module Six | Chapters 6 | -- | 1/90 | 1/80 | 170 |
| Week Four | Module Seven | Chapters 7 | 2/40 | 1/10 | -- | 50 |
| | Module Eight | Chapter 8 | -- | 1/90 | 1/50 | 140 |
| Week Five | Module Nine | Chapter 9 | 2/40 | -- | -- | 40 |

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|----------|----------------------|------------|--------|-------|-------|-----------------|
| Week Six | Module Ten | Chapter 10 | 1/40 | 1/100 | 1/70 | 210 |
| | End of Course Survey | | | | | 10 extra credit |
| | TOTAL | | 14/280 | 9/430 | 5/290 | 1000 |

* Number of Activities/Sum Point Totals

Module One Outline

| Title | Due Dates | Estimated Time | Points |
|--|--|------------------|-----------|
| 1.1 Devotional: Biblical Wisdom | Due by the end of week one. | 1 hours | 5 |
| 1.2 Discussion: Approaching Organizational Communication | Initial post due by the end of the fourth day of the first week; two responses due by the end of the first week. | 5 hours | 35 |
| 1.3 Assignment: Case Analysis | A preview of the project expected to be completed by the end of course. | 5 hours | 40 |
| Totals | | 11 hours* | 80 |

Module Two Outline

| Title | Due Dates | Estimated Time | Points |
|---|-----------------------------------|------------------|------------|
| 2.1 Assignment: Defining Organizational Communication | Due by the end of the first week. | 10 hours | 90 |
| 2.2 Quiz: Chapter 1,2 | Due by the end of the first week. | 10 hours | 50 |
| Totals | | 20 hours* | 140 |

Module Three Outline

| Title | Due Dates | Estimated Time | Points |
|--|--|-----------------|-----------|
| 3.1 Devotional: Listening vs hearing the Words of the Master | Due by the end of week two. | 1 hour | 5 |
| 3.2 Discussion: Culture and Group Development | Initial post due by the end of the fourth day of week two; two responses due by the end of week two. | 5 hours | 35 |
| Totals | | 6 hours* | 40 |

Module Four Outline

| Title | Due Dates | Estimated Time | Points |
|-------|-----------|----------------|--------|
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|--|--|------------------|-----------|
| 4.1 Discussion: Cultural Studies of Organizations and Communication | Initial post due by the end of the fourth day of the first week; two responses due by the end of the first week. | 10 hours | 40 |
| 4.2 Quiz: Chapter 3,4 | Due by the end of the second week. | 10 hours | 40 |
| Totals | | 15 hours* | 80 |

Module Five Outline

| Title | Due Dates | Estimated Time | Points |
|--|--|-----------------|-----------|
| 5.1 Devotional: Status Struggles | Due by the end of the module. | 1 hour | 5 |
| 5.2 Discussion: Cultural Studies of Organizations and Communication | Initial post due by the end of the fourth day of week three; two responses due by the end of week three. | 3 hours | 35 |
| 5.3 Assignment: Project | Due by the end of the module. | 2 hours | 10 |
| Totals | | 6 hours* | 50 |

Module Six Outline

| Title | Due Dates | Estimated Time | Points |
|---|-------------------------------|------------------|------------|
| 6.1 Assignment: Critical Approaches to Organizations and Communication | Due by the end of week three. | 10 hours | 90 |
| 6.2 Quiz: Chapter 5,6 | Due by the end of week three. | 10 hours | 80 |
| Totals | | 20 hours* | 170 |

Module Seven Outline

| Title | Due Dates | Estimated Time | Points |
|---|---|-----------------|-----------|
| 7.1 Devotional: Conflict | Due by the end of the module. | 1 hour | 5 |
| 7.2 Discussion: Identity and in Difference Organizational Life | Initial post due by the end of the fourth day of week four; two responses due by the end of week three. | 5 hours | 35 |
| 7.3 Assignment: Media Project | Due by the end of the workshop. | 2 hours | 10 |
| Totals | | 8 hours* | 50 |

Module Eight Outline

| Title | Due Dates | Estimated Time | Points |
|--------------------------------------|------------------------------|----------------|--------|
| 8.1 Assignment: Case Analysis | Due by the end of week four. | 10 hours | 90 |

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|------------------------|------------------------------|------------------|------------|
| 8.2 Quiz: Chapter 7, 8 | Due by the end of week four. | 10 hours | 50 |
| Totals | | 20 hours* | 140 |

Module Nine Outline

| Title | Due Dates | Estimated Time | Points |
|--|--|-----------------|-----------|
| 9.1 Devotional: Servant Leadership | Due by the end of week five. | 1 hour | 5 |
| 9.2 Discussion: Communicating Leadership | Initial post due by the end of the fourth day of week five; two responses due by the end of week five. | 5 hours | 35 |
| Totals | | 6 hours* | 40 |

Module Ten Outline

| Title | Due Dates | Estimated Time | Points |
|--|-----------------------------|--------------------|-----------------|
| 10.1 Discussion: Organizational Alignment | Due by the end of week six. | 5 hours | 40 |
| 10.2 Quiz Chapters 9, 10 | Due by the end of week six. | 10 hours | 70 |
| 10.3 Assignment: Organizational Analysis Final Project | Due by the end of week six. | 5 hours | 100 |
| 10.4 End of Course Survey | Due by the end of week six. | 30 minutes | 10 extra credit |
| Totals | | 20:30 hours | 210 |

Course Assignments

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|---------------|----------------------|-------------|
| TOTALS | 132:30 hours* | 1000 |
|---------------|----------------------|-------------|

* These timings are based on estimations of average times to complete each assignment. Actual assignment completion times will vary.

Expectations, Policies, and Important Student Information

| School/Division | Link |
|-----------------------------------|--|
| DeVoe School of Business | |
| Division of Liberal Arts | View School/Division Expectations, Policies, and Student Information |
| School of Services and Leadership | |
| School of Educational Leadership | View School/Division Expectations, Policies, and Student Information |
| Wesley Seminary @ IWU | View School/Division Expectations, Policies, and Student Information |
| Nursing - Undergraduate | View School/Division Expectations, Policies, and Student Information |
| Nursing - Graduate | View School/Division Expectations, Policies, and Student Information |