

COM301 Interpersonal and Organizational Communication

Syllabus Overview

This syllabus contains all relevant information about the course: its objectives and outcomes, the grading criteria, the texts and other materials of instruction, and weekly topics, outcomes, assignments, and due dates. Consider this your roadmap for the course. Please read through the syllabus carefully and ask questions if you would like anything clarified. Please print a copy of this syllabus for reference.

Course Description

3 Credits

Prerequisite: ENG201

The purpose of this course is to examine how we perceive the self and others in the digital age. You will learn how we use information we gather about the self and others to guide our interactions, and the essential role of communication in the development and maintenance of human relationships in an increasingly complex and diverse society where technology affects nearly all of our interactions. The goal of this course is to provide students with a better understanding of some of the factors of communication in relationships and to appreciate the impact of communication skills in-person, in groups, and over the many different electronic mediums now in our relational lives.

This course will help you achieve an understanding of sending and receiving messages to achieve personal and organizational goals, while comparing different approaches. In this course, students will gain a theoretical and practical understanding of human communication, formal, informal, verbal and non-verbal processes and learn strategies to improve interpersonal and organizational communication.

Course Outcomes

At the completion of this course, students should be able to:

1. Determine styles of interpersonal communication of individuals and between people
2. Describe how the use of technology in the communication process affects personal, social and professional relationships
3. Compare how modern communication reflects and influences the development of personal identity and corporate identity
4. Interpret the dynamics of communication that shape how individuals obtain both personal and group goals and objectives

5. Illustrate the ways that individuals are influenced by organizations, corporate structure and culture, and business climates from the traditional office, to work, or at home
6. Determine the influence that leadership has on organizational communication and its impact on individual and group dynamics and behavior

Communication with Your Instructor

You will receive a welcome email from your instructor prior to the start of class. This email will contain your instructor's contact information. Your instructor will also be communicating with you via several methods in the course, including:

- **Announcements** – This communication tool, located on the navigation menu within your course in Canvas, contains important updates. Be sure to check for new announcements from your instructor each time you access your course.
- **Q&A** – Use this discussion board, located on the Home screen in your course, to communicate with your instructor and classmates regarding general course questions (i.e. missing links, assignment clarification, etc.).
- **Inbox** – Use the Inbox, located in the top right corner of Canvas, to send a message to your instructor or classmates.

Materials and Resources

Required or Supplemental Text or Resources:

Exploring Interpersonal Communication

Mclean, S. (2018). Exploring Interpersonal Communication: Flatworld.

Bookstore Information

The bookstore can be located in the left-hand navigation of any Canvas course.

Library Services

Detailed information about the eLibrary can be found in the Student Resource Center. This is a course that all students have access to during their academic career.

Canvas Help Desk and Technical Questions

If you experience technical issues in your course, please contact the Canvas Help Desk by clicking the Help link (top right corner within Canvas). There are 3 ways to contact them:

- Phone (888-628-2749)
- Live chat
- Report a problem (submit a ticket)

Be sure to notify your instructor of any technical difficulties you are experiencing.

Additional resources are available in the Student Resource Center and the Canvas Guides website:
<https://community.canvaslms.com/docs/DOC-4121>

Weekly Schedule

Week 1	Your Personal Communication Style
Outcomes	<ul style="list-style-type: none"> • Identify your personal communication style • Examine how others see your style using a Johari Window • Analyze the effect of the digital age on communication patterns • Describe the various forms and aspects of communication
Lectures	Week 1 Lecture
Readings	<p>Exploring Interpersonal Communication</p> <ul style="list-style-type: none"> • Mclean, S. (2018). Exploring Interpersonal Communication: Flatworld. <ul style="list-style-type: none"> ○ Chapter 1 ○ Chapter 2, pgs. 49-63 only <p>Communication</p> <ul style="list-style-type: none"> • Communication. (2008). In W. A. Darity, Jr. (Ed.), International Encyclopedia of the Social Sciences (2nd ed., Vol. 2, pp. 31-34). Detroit, MI: Macmillan Reference USA. Retrieved from http://link.galegroup.com/apps/doc/CX3045300398/GVRL?u=lirn13050&sid=GVRL&xid=62782c48 <p>These are 4 styles of communication that you need to know</p> <ul style="list-style-type: none"> • McKay, J. (2019, January 25). These are 4 styles of communication that you need to know. Fast Company. Retrieved from: https://www.fastcompany.com/90296536/these-are-4-styles-of-communication-that-you-need-to-know <p>The Seven Challenges Workbook: Cooperative Communication Skills for Success at Home and at Work</p> <ul style="list-style-type: none"> • Rivers, D. (2012). The seven challenges workbook: Cooperative communication skills for success at home and at work (7th ed.). The New Conversations Initiative. <ul style="list-style-type: none"> ○ Challenge 1 <p>Johari Window Model and Free Diagrams</p> <ul style="list-style-type: none"> • Johari Window Model and Free Diagrams. (2019). Business Balls. Retrieved from http://www.businessballs.com/johariwindowmodel.htm <p>How to Dress for a Business Meeting. Yes, Seriously. (Infographic)</p> <ul style="list-style-type: none"> • Shandrow, S. (2014). How to Dress for a Business Meeting. Yes, Seriously. (Infographic). Entrepreneur. Retrieved from https://www.entrepreneur.com/article/238953
Multimedia	Johari window example in 5 minutes.

	<ul style="list-style-type: none"> • Leader Logic. (2018, February 5). Johari window example in 5 minutes. Leaderlogic. [Video File] Retrieved from: https://www.youtube.com/watch?v=9TUTc3h01oA
Discussion 1	<p>Personal Communication Style</p> <p>What do you think is your personal communication style? What do you know that leads you to believe this? Discuss your style with at least two peers. Do you stay with your style as you discuss it on the board or do you change? Why?</p>
Discussion 2	<p>Your Daily Communication. How does the Digital Age impact it?</p> <p>How much time do you think you spend communicating? An oft cited study* says that we spend 70% of our waking time in some form of communication, broken down as follows:</p> <ol style="list-style-type: none"> 1. 16% Reading 2. 9% Writing 3. 30% Talking 4. 45% Listening <p>A. Do our communication patterns in the digital age affect these “time spent” allocations? How? Where is the most pronounced change if there is one?</p> <p>B. Monitor your activities for a day and see if your behavior aligns with these statistics and report back later this week (Friday or Saturday) in this discussion thread.</p> <p>* Rankin, Paul T. (1928) The impact of listening ability. English Journal (College Edition) Vol 17 pp 623-630.</p>
Assignment	<p>Visual Representation and the Johari Window</p> <p>First, watch this video:</p> <p>Johari Window in Interpersonal Communication</p> <p>https://www.youtube.com/watch?v=-7FhcvoVK8s</p> <p>Your Johari Window</p> <p>Complete the following activity by selecting the words you feel are most descriptive of you. Then choose six or more people to complete the activity, selecting words about you from the same list. The system will send them an email, requesting their participation. Feel free to ask as many people as you would like for their input on the exercise. Some students have even posted the link on their Facebook profile!</p> <p>When they are finished, you will have a view into others' perceptions of you.</p>

	<p>Reflection Activity</p> <p>Review the results of your Johari Window activity, then write a 1-2 page essay answering the following questions, incorporating some of the ideas from your readings or lectures this week. Remember to cite your sources.</p> <p>Questions:</p> <ul style="list-style-type: none"> • What did you discover about yourself from the communication style inventories? • What did you discover about others from the communication style inventories • What did you discover about yourself from the Johari Window exercise? • Based on what you discovered, are there areas you would like to focus on during this course?
Week 2	Communication Models
Outcomes	<ul style="list-style-type: none"> • Diagram one or more models of the communication process • Use Social Media Listening Techniques and explain their value • Identify the advantages and disadvantages of social media on the communication process • Describe personal branding through social media presence (Branding via Twitter, LinkedIn, Snapchat, Facebook, etc.)
Lectures	Week 2 Lecture
Readings	<p>Exploring Interpersonal Communication</p> <ul style="list-style-type: none"> • Mclean, S. (2018). Exploring Interpersonal Communication: Flatworld. <ul style="list-style-type: none"> ○ Chapter 6 <p>In Complete Dictionary of Scientific Biography</p> <ul style="list-style-type: none"> • Segal, J. (2008). Shannon, Claude Elwood. In Complete Dictionary of Scientific Biography (Vol. 24, pp. 424-430). Detroit, MI: Charles Scribner's Sons. Retrieved from: http://link.galegroup.com/apps/doc/CX2830906087/GVRL?u=lirn13050&sid=GVRL&xid=f9f4d8b1 <p>Why companies need social media policies</p> <ul style="list-style-type: none"> • Hubbard, J. (2015). Why companies need social media policies. Finweek, 40–41. Retrieved from: http://search.ebscohost.com/login.aspx?direct=true&db=buh&AN=102106877&site=ehost-live&scope=site <p>Marketing in a Flash: How credit unions are using Instagram and Snapchat to connect with younger members</p> <ul style="list-style-type: none"> • Sebring, S. S. (2017). Marketing in a Flash: How credit unions are using Instagram and Snapchat to connect with younger members. Credit Union Management, 40(12), 20–23. Retrieved from

	<p>http://search.ebscohost.com/login.aspx?direct=true&db=buh&AN=126353317&site=ehost-live&scope=site</p> <p>Social media friend or foe? Employee Benefit News</p> <ul style="list-style-type: none"> Shutan, B. (2017). Social media friend or foe? Employee Benefit News, 31(2), 26–28. Retrieved from http://search.ebscohost.com/login.aspx?direct=true&db=buh&AN=122594901&site=ehost-live&scope=site <p>The seven challenges workbook: Cooperative communication skills for success at home and at work.</p> <ul style="list-style-type: none"> Rivers, D. (2012). The seven challenges workbook: Cooperative communication skills for success at home and at work (7th ed.). The New Conversations Initiative. <ul style="list-style-type: none"> Challenge 2
Multimedia	<p>What Is A Personal Brand & Why Is It Important? - Coaching Moment</p> <ul style="list-style-type: none"> Work It Daily. (2018, August 27). What Is A Personal Brand & Why Is It Important? – Coaching Moment. [Video File] Retrieved from https://www.youtube.com/watch?v=C0v01M_pdE4 <p>HOW TO BRAND YOURSELF ON SOCIAL MEDIA</p> <ul style="list-style-type: none"> LiaLeigh. (2017, November 8). HOW TO BRAND YOURSELF ON SOCIAL MEDIA. [Video File] Retrieved from https://www.youtube.com/watch?v=i7hvlxH-eQo <p>Effects of Technology on Communication</p> <ul style="list-style-type: none"> Blake Vest. (2014, March 6). Effects of Technology on Communication. [Video File] Retrieved from https://www.youtube.com/watch?v=T6TOq4APDKo <p>Using Social Media to Develop a Personal Brand</p> <ul style="list-style-type: none"> Stanford Graduate School of Business. (2011, June 8). Using Social Media to Develop a Personal Brand. [Video File] Retrieved from https://www.youtube.com/watch?v=QZn-yn6V_As
Discussion	<p>Select a communication process. How does social media impact the process you selected?</p> <p>There are many models of the communication process. The following image is one representation of the communication process.</p> <p>How does social media impact your process model? Specifically, the person listening to social media and explain the value of social media listening and communication.</p>
Assignment	Developing Your Social Media Brand

	<p>Developing Your Social Media Brand. Write a 2-3 page essay explaining how you can develop your own social media brand based on your life and experiences, work or social via Twitter, LinkedIn, Snapchat, Facebook, etc.</p> <p>Identify advantages and disadvantages of having a social media brand, and incorporate additional ideas from your readings or lectures this week.</p>
Week 3	Verbal and Non-Verbal Communication
Outcomes	<ul style="list-style-type: none"> • Communicate using "I" messages • Explain your intent in a conversation • Define emotional intelligence and explain its value in communication • Identify the elements of non-verbal communication
Lectures	Week 3 Lecture
Readings	<p>Exploring Interpersonal Communication</p> <ul style="list-style-type: none"> • Mclean, S. (2018). Exploring Interpersonal Communication: Flatworld. <ul style="list-style-type: none"> ○ Chapter 2, pgs. 79-82 and 87-88 only ○ Chapter 4 <p>Emotional Competence Framework</p> <ul style="list-style-type: none"> • Emotional Competence Framework. (1998). Consortium for Research on Emotional Intelligence in Organizations. <p>The Business Case for Emotional Intelligence</p> <ul style="list-style-type: none"> • Cherniss, C. (1999). The Business Case for Emotional Intelligence. Consortium for Research on Emotional Intelligence in Organizations. <p>Emotional Intelligence</p> <ul style="list-style-type: none"> • Chapman, A. (2014). Emotional Intelligence (EQ). Business Balls. Retrieved from http://www.businessballs.com/eq.htm <p>Is Silence a "Dangerous" Tool in Communication?</p> <ul style="list-style-type: none"> • Warner, J. (2014, June 27). Is Silence a "Dangerous" Tool in Communication? [Weblog]. Ready to Manage. Retrieved from http://blog.readytomanage.com/is-silence-a-dangerous-tool-in-communication/ <p>Playing Catch with Communication</p> <ul style="list-style-type: none"> • Small, J. (2008). Playing Catch with Communication. Retrieved from http://archive.constantcontact.com/fs080/1011223658223/archive/1102126469885.html <p>Body Language</p> <ul style="list-style-type: none"> • Body language. Business Balls. Retrieved from http://www.businessballs.com/body-language.htm#body-language-analysis

	<p>The seven challenges workbook: Cooperative communication skills for success at home and at work</p> <ul style="list-style-type: none"> • Rivers, D. (2012). The seven challenges workbook: Cooperative communication skills for success at home and at work (7th ed.). The New Conversations Initiative. <ul style="list-style-type: none"> ○ Challenge 3
Multimedia	<p>Keynote: The Power of Nonverbal Communications Joe Navarro CMX Summit West 2015</p> <ul style="list-style-type: none"> • CMX. (2015, November 4). Keynote: The Power of Nonverbal Communications Joe Navarro CMX Summit West 2015. [Video File] Retrieved from https://www.youtube.com/watch?v=HRl0dvPRkSI
Discussion	<p>Emotional Intelligence at Work and Home</p> <p>Our work and family relationships are so important and that’s largely driven by how we communicate to one another. What influences our emotional intelligence (EQ)? How do we communicate with EQ? Explain.</p>
Assignment	<p>Five Messages and Explaining Your Intent (Non-Verbally)</p> <p>Test out the 5 Messages (page 3-4 in the Seven Challenges Workbook) and Explaining Your Intent (page 2-4 in the Seven Challenges Workbook) from the concepts in this week’s reading and discuss your insights with the class. Consider how it felt to you, and the response you noticed in the receiver.</p> <p>Compare your insights with someone from your home or workplace and discuss the similarities and differences. Write a 2-3 page essay.</p>
Week 4	Problems in Communications
Outcomes	<ul style="list-style-type: none"> • Define influences that create conflict in an organizational setting • Reword complaints and criticisms into requests • Describe what constitutes effective feedback • Explain the barriers to effective communication
Lectures	Week 4 Lecture
Readings	<p>Exploring Interpersonal Communication</p> <ul style="list-style-type: none"> • Mclean, S. (2018). Exploring Interpersonal Communication: Flatworld. <ul style="list-style-type: none"> ○ Chapter 10 <p>Understanding Conflict in the Workplace</p> <ul style="list-style-type: none"> • Gatlin, J., et al. (2015). Understanding Conflict in the Workplace. University of Florida Institute of Food and Agricultural Sciences. Retrieved from http://edis.ifas.ufl.edu/hr024 <p>Workplace Etiquette: How to Avoid Conflict in the Workplace</p>

	<ul style="list-style-type: none"> • Sichel, M. (2007). Workplace etiquette: How to avoid conflict in the workplace. The Sideroad. Retrieved from http://www.sideroad.com/Business_Etiquette/workplace-etiquette.html <p>Successful workplace communication in the age of technology</p> <ul style="list-style-type: none"> • Domagalski, T. A. (2015). Successful workplace communication in the age of technology. <i>Supervision</i>, 76(10), 3–6. Retrieved from http://search.ebscohost.com/login.aspx?direct=true&db=buh&AN=109563059&site=ehost-live&scope=site <p>8 Ways to Improve Communication In Your Office</p> <ul style="list-style-type: none"> • Petty, A. (2017). 8 Ways to Improve Communication In Your Office. <i>Government Executive</i>, 1. Retrieved from: http://search.ebscohost.com/login.aspx?direct=true&db=buh&AN=126627451&site=ehost-live&scope=site <p>The seven challenges workbook: Cooperative communication skills for success at home and at work</p> <ul style="list-style-type: none"> • Rivers, D. (2012). <i>The seven challenges workbook: Cooperative communication skills for success at home and at work (7th ed.)</i>. The New Conversations Initiative. <ul style="list-style-type: none"> ○ Challenge 4
Multimedia	<p>Conflict in Interpersonal Communication</p> <ul style="list-style-type: none"> • LEZakel. (2011, June 27). Conflict in Interpersonal Communication. [Video File] Retrieved from https://www.youtube.com/watch?v=wtZ6lHcJ664
Discussion	<p>Communication barriers and effective feedback in the Digital Age</p> <p>What are a few communication barriers and has being “connected” digitally increased or decreased those barriers? Or are we as connected to one another as we think? What are some do’s and don’t of giving feedback in the Digital Age (email, text, social media or other)? Explain.</p>
Assignment	<p>Conflict Analysis - Review a Personal Conflict</p> <p>Describe a recent conflict you were involved in. Re-examine the conflict, analyzing what seemed to be occurring and reframe it using the tools you have been learning about in class. Reference at least two items, citing the materials you use in APA format. Use the APA resources in the Student Resource center to help you if you are new to APA formatting. Reconsider the conflict. Now that you know more about communication, how might you have communicated differently? What might you do next time you are in a conflict?</p> <p>Your submission should be about one or two pages, double-spaced. Add your references at the end, or on an additional page. The primary goal is to analyze the conflict and see if handling things in another way might have resulted in a different outcome.</p>

Week 5 Communication in Business	
Outcomes	<ul style="list-style-type: none"> • Explain why business communication is a unique form of communication • Describe business branding reflected in its communication through its public and social media presence • Explain the impact of social media on business organization and the employees • Describe basic attributes of effective organizational communication
Lectures	Week 5 Lecture
Readings	<p>Exploring Interpersonal Communication</p> <ul style="list-style-type: none"> • Mclean, S. (2018). Exploring Interpersonal Communication: Flatworld. <ul style="list-style-type: none"> ◦ Chapter 11 <p>Organizational Communication, Formal</p> <ul style="list-style-type: none"> • Long, S. D. (2007). Organizational Communication, Formal. In S. G. Rogelberg (Ed.), Encyclopedia of Industrial and Organizational Psychology (Vol. 2, pp. 551-555). Thousand Oaks, CA: SAGE Reference. Retrieved from http://link.galegroup.com/apps/doc/CX3470600229/GVRL?u=lirn13050&sid=GVRL&xid=23b3d8bf <p>Organizational Communication, Informal</p> <ul style="list-style-type: none"> • Long, S. D. (2007). Organizational Communication, Informal. In S. G. Rogelberg (Ed.), Encyclopedia of Industrial and Organizational Psychology (Vol. 2, pp. 555-558). Thousand Oaks, CA: SAGE Reference. Retrieved from http://link.galegroup.com/apps/doc/CX3470600230/GVRL?u=lirn13050&sid=GVRL&xid=764f1487 <p>10 Ways to Communicate Better at Work</p> <ul style="list-style-type: none"> • Olson, L. (2012). 10 Ways to Communicate Better at Work. U.S. News and World Report. Retrieved from https://money.usnews.com/money/blogs/outside-voices-careers/2012/08/14/10-ways-to-communicate-better-at-work- <p>How to Respond to a Rude E-mail</p> <ul style="list-style-type: none"> • Levit, A. (2011, April 7). How to Respond to a Rude E-mail. The QuickBase Blog. Retrieved from https://www.quickbase.com/blog/how-to-respond-to-a-rude-e-mail <p>Lawsuits & PR Nightmares: Why Employees Need Social Media Guidelines</p> <ul style="list-style-type: none"> • Leonard, M. (2009, August 19). Lawsuits & PR Nightmares: Why Employees Need Social Media Guidelines. Retrieved from https://www.searchenginejournal.com/why-employees-need-social-media-guidelines/12588/
Multimedia	Think Fast, Talk Smart: Communication Techniques

	<ul style="list-style-type: none"> Stanford Graduate School of Business. (2014, December 4). Think Fast, Talk Smart: Communication Techniques. [Video File] Retrieved from https://www.youtube.com/watch?v=HANw168huqA <p>Communicate for Success Michael C. Webb TEDxUCDavis</p> <ul style="list-style-type: none"> TEDx Talks. (2016, May 19). Communicate for Success Micheal C. Webb TEDxUCDavis. [Video File] Retrieved from https://www.youtube.com/watch?v=0jmodLM31TQ
Discussion	<p>Employees Personal Social Media usage, the Corporate Social Media Brand and the Workplace: Can we all just get along?</p> <p>Compare the grapevine, employees social media usage, and the formal communication network at your current or former company, and cite a story where the grapevine became problematic. Are their pitfalls in communication that employees should avoid and improvement in communication that employers should implement? Explain why is business communication unique.</p>
Assignment	<p>Formal & Informal Business Communication in the Social Media Era</p> <p>Part One: Formal Communication Structures:</p> <p>Write a 2-3 paragraph description of the communication at your company, or if you are not working, an organization or company you are familiar with. Is it a formal or informal system? Why is it important to understand the power structure for communication purposes in an organization? How has social media impacted your selected organizations communication?</p> <p>Part Two: Informal Communication Systems:</p> <p>Many of us have had assistance in our career through an informal communication network. Who were the people who helped you get to where you are in your career? What kinds of things did they do to help you? Who are your Allies today? Are you an ally for someone to help them progress in their career? How does social media impact your informal communication network?</p> <p>Write a 2-3 paragraph answer.</p>
Week 6	Presenting Information
Outcomes	<ul style="list-style-type: none"> Create an effective presentation Manage an effective meeting Evaluate the qualities of a good meeting (Agenda and Presentation)
Lecture	Week 6 Lecture
Readings	Exploring Interpersonal Communication

- Mclean, S. (2018). Exploring Interpersonal Communication: Flatworld.
 - Chapter 7, pgs. 356-364 only

In the trenches: Making your work meetings a success

- Romney, A. C., Smith, I. H., & Okhuysen, G. A. (2019). In the trenches: Making your work meetings a success. *Business Horizons*, 62(4), 459–471.
 - Covered by CCC. Pdf attached.

Effective management is key to successful meetings

- Pickett, R. B. (2014). Effective management is key to successful meetings. *Physician Executive*, 40(3), 44–49. Retrieved from <http://search.ebscohost.com/login.aspx?direct=true&db=buh&AN=96107057&site=ehost-live&scope=site>

Basic Business Communication: 7 Self-Test Questions to Freshen Your Communication Skills

- Swinton, L. (2019). Basic Business Communication: 7 Self-Test Questions to Freshen Your Communication Skills. *Management for the Rest of Us*. Retrieved from <http://www.mftrou.com/basic-business-communication.html>

Become a Natural Presenter with this Simple Oral Presentation Checklist.

- Swinton, L. (2019). Become a Natural Presenter with this Simple Oral Presentation Checklist. *Management for the Rest of Us*. Retrieved from <http://www.mftrou.com/oral-presentation-checklist.html>

Oral Presentation Rubric: How to Get Great Presentation Grades

- Swinton, L. (2019). Oral Presentation Rubric: How to Get Great Presentation Grades. *Management for the Rest of Us*. Retrieved from <http://www.mftrou.com/oral-presentation-rubric.html>

There are Five Sides to Every Story. Which are You Missing?

- Silverman, L. L. (2007). There are Five Sides to Every Story. Which are You Missing? *Communication World*, 24(1), 38-41.

Corporate storytelling: how stories can make people fall in love with your brand and become customers.

- Press, M. (2019, July 2). Corporate storytelling: how stories can make people fall in love with your brand and become customers. *Splash Copywriters*. Retrieved from <https://www.splashcopywriters.com/blog/corporate-storytelling>

The Abilene Paradox: 7 Tips for Effective Communication in Business Meetings

- Swinton, L. (2019). The Abilene Paradox: 7 Tips for Effective Communication in Business Meetings. *Management for the Rest of Us*. Retrieved from <http://www.mftrou.com/abilene-paradox-business-meeting.html>

	<p>The seven challenges workbook: Cooperative communication skills for success at home and at work</p> <ul style="list-style-type: none"> • Rivers, D. (2008). The seven challenges workbook: Cooperative communication skills for success at home and at work. <ul style="list-style-type: none"> ○ Challenge 5
<p>Multimedia</p>	<p>TED's secret to great public speaking Chris Anderson</p> <ul style="list-style-type: none"> • TED. (2018, July 20). Ted's secret to great public speaking Chris Anderson. [Video File] Retrieved from https://www.youtube.com/watch?v=-FOCpMAww28 <p>Running an Effective Staff Meeting Claire Hughes Johnson</p> <ul style="list-style-type: none"> • Khosla Ventures. (2018, July 20). Running an Effective Staff Meeting. [Video File] Retrieved from https://www.youtube.com/watch?v=GliaFW874q8
<p>Discussion</p>	<p>Describe what makes an effective meeting?</p> <p>Think about the meetings you have participated in or led. Create a posting about two meetings you have participated in: one really great meeting, and one no-so-great meeting. Describe each meeting, and consider the outcomes. What made the successful meeting successful? What made the poor meeting flop? Were you ever stuck in a meeting where the Abilene Paradox occurred?</p> <p>Compare your thoughts with those of your peers and comment on at least two postings.</p> <p>Your posting should include:</p> <ol style="list-style-type: none"> 1. Description of a good meeting 2. Description of a not-so-good meeting 3. Analysis of each meeting as to what made it effective or not effective
<p>Assignment</p>	<p>Final Project</p> <p>For the final project you will examine an organization, preferably where you work, and evaluate that organization on the basis of its interpersonal and organizational communication using the tools and approaches that we have covered in this course. (If you do not work at this time use an organization such as your former employer, school, church, or family).</p> <p>You should include in this examination:</p> <ul style="list-style-type: none"> • How the Shannon Weaver model works illustrating the strengths and weaknesses of the communication process in your organization. • Your observations of the communication in the organization. How departments communicate, how management communicates, etc. Who are the audiences with which it communicates? • Description of communication problems that have occurred and how they were solved or not solved. • How non-verbal communication and cues are used.

	<ul style="list-style-type: none"> • How social media has affected the communication and time allocation of the employees. • Other important communication issues such as appropriate background, history, etc. of the organization. <p>This should be put together in a well-organized presentation that embodies what you learned about good presentations. You can use Power Point, Prezi or other appropriate tools. Be sure to check the rubric for specific areas of grading.</p> <p>Due in Week 7</p>
Week 7	Presenting Research Projects
Outcomes	<ul style="list-style-type: none"> • Express appreciation in a manner that will be heard • Evaluate and report on peer presentations • Critique a presentation using a rubric • Summarize your learning about interpersonal and organizational communication and how to apply that learning
Lectures	Week 7: Lecture
Readings	<p>Exploring Interpersonal Communication</p> <ul style="list-style-type: none"> • Mclean, S. (2018). Exploring Interpersonal Communication: Flatworld. <ul style="list-style-type: none"> ○ Chapter 3 <p>The Seven Challenges Workbook: Cooperative Communication Skills for Success at Home and at Work</p> <ul style="list-style-type: none"> • Rivers, D. (2008). The Seven Challenges Workbook: Cooperative Communication Skills for Success at Home and at Work. <ul style="list-style-type: none"> ○ Challenge 6 <p>The nature of feedback: how different types of peer feedback affect writing performance</p> <ul style="list-style-type: none"> • Nelson, M. & Schunn, C. (2007). The nature of feedback: how different types of peer feedback affect writing performance. Springer Science and Business Media. (2009) 37: 375-401. <p>How to Respond to Feedback on Social Media – Positive and Negative</p> <ul style="list-style-type: none"> • Boies, J. (2014, January 8). How to Respond to Feedback on Social Media – Positive and Negative. Salesforce Blog. Retrieved from https://www.salesforce.com/blog/2014/01/how-to-respond-to-feedback-on-social-media-positive-and-negative.html
Multimedia	<p>Bill Clinton: Learning to Work with Others</p> <ul style="list-style-type: none"> • Big Think. (2014, March 24). Bill Clinton: Learning to Work with Others. [Video File] Retrieved from https://www.youtube.com/watch?v=5momchGLRFE

Discussion	<p>What have you learned (at least 2-3 concepts in Interpersonal and organizational communication) and how will you apply going forward?</p> <p>Return to your initial communication style assessments from the beginning of class, your week one assignment, and your pre-class self-assessment. What things have changed as a result of this class? What have you discovered about communication in the past seven weeks? Have you noticed issues with communication between others? What behaviors have you experimented with? What worked? What didn't?</p> <p>Write a paragraph or two reflecting about your discoveries during this class. Write a paragraph or two about how you will apply what you have learned going forward beyond/after this class. Reply to at least two of your classmates.</p>
Assignment	Final Project Due in Week 7
Week 8 Leadership Through Communication	
Outcomes	<ul style="list-style-type: none"> • Identify the components of interpersonal and organizational communication that makes leaders successful • Estimate and recommend future trends in communications
Lectures	Week 8: Lecture
Readings	<p>The seven challenges workbook: Cooperative communication skills for success at home and at work</p> <ul style="list-style-type: none"> • Rivers, D. (2008). The seven challenges workbook: Cooperative communication skills for success at home and at work. <ul style="list-style-type: none"> ○ Chapter 7
Multimedia	<p>The Key to Powerful Leadership Communication</p> <ul style="list-style-type: none"> • Bluepoint Leadership Development. (2017, May 17). The Key to Powerful Leadership Communication. [Video File] Retrieved from https://www.youtube.com/watch?v=USLy_jN5tuw <p>Communicating as a Leader – John Krajicek</p> <ul style="list-style-type: none"> • Real Estate Center. (2013, August 23). Communicating as a Leader – John Krajicek. [Video File] Retrieved from https://www.youtube.com/watch?v=pJ2rGMYaFdA
Discussion	<p>What has changed?</p> <p>How have American leaders used communication effectively? Has social media changed how businesses and government leaders communicate? How?</p> <p>Reply to at least one of your classmates</p>

Grading and Evaluation

Your grades will reflect the way in which you present and support your topics and positions in the various learning activities used in this course. The grades will be based on the quality and quantity of your comments and responses in the various activities.

Be sure to review the discussion and assignment rubrics in the course for specific grading criteria.

The various graded activities are weighted as follows:

Course Element	% of Final Grade
Assignments	35%
Discussions	35%
Final Project	30%
Total	100%

Students will be expected to meet all the deadlines of the class as indicated throughout the course and in the syllabus. This is primarily so we don't get behind in the course. In addition, discussions cannot overlap from one week to the next. This is to ensure that all discussions and submissions take place within the week they are scheduled in order to be of value to the entire class as well as to help you not get behind. If there are extenuating circumstances, you will need to communicate that to the instructor and make arrangements accordingly, if appropriate.

Late Assignments: Exceptions are to be determined by the instructor on a case-by-case basis. There will be no opportunities for extra credit.

Learner Success Guidelines

These guidelines are provided to help you succeed in your coursework:

- Participate in the class introduction activity on the first day of class.
- Submit ALL assignments by the posted due dates and times.
- Check your emails daily.
- Contact Portal Help for logon problems or Canvas Help for technical issues with Canvas.
- Participate fully in all threaded discussions.
- Contact your instructor if you have questions about an assignment or need additional help completing your work successfully.

Academic dishonesty is grounds for dismissal from the program.

Academic Policies

The following Academic Policies can be found in the [Student Resource Center](#).

- Grading Criteria
- Reasonable Accommodations Policy

COM301 Interpersonal and Organizational Communication

- Student Attendance Policy
- Academic Honesty and Integrity Policy
- Student Engagement and the Granting of Academic Credit
- Copyright Policy

Caveat

The above schedule, content, and procedures in this course are subject to change. All policies are superseded by the latest College Catalog available on our website: <https://www.cambridgecollege.edu/student-rights-complaints-grievances/student-code-conduct>

