

**COMM 461(001): Organizational Communication
Spring 2007**

TIME/LOCATION: 9:35-10:55 Tuesday and Thursday/FAC 140
PROFESSOR: Dr. Angela M. Jerome
OFFICE: FAC 145
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Student Disability Services:

In compliance with university policy, students with disabilities who require accommodations (academic adjustments and/or auxiliary aids or services) for this course must contact the Office for Student Disability Services in DUC A-200 of the Student Success Center in Downing University Center.

Please DO NOT request accommodations directly from the professor or instructor without a letter of accommodation from the Office for Student Disability Services.

Required Text:

Miller, K. (2006). Organizational communication: Approaches and processes (4th Ed.).

Course Description:

Organizations are an integral part of our daily life (e.g., schools, businesses, governments, healthcare systems, nonprofits, churches, etc.). All of these organizations are created, sustained, changed, and sometimes destroyed by communication processes. Therefore, whatever your career goal, communication is central to the organizational experience.

The purpose of an organizational communication course is to increase students' awareness of the ways in which individuals shape and are shaped by their interactions with the organizations around them. From a variety of perspectives, you will analyze how communicative processes are utilized, coordinated, and controlled to achieve collective organizational outcomes. Communication is critical to understanding how organizations work, and a better understanding of organizational communication processes will enhance your ability to engage with all kinds of organizations.

The course is comprised of lectures, discussions, case studies, classroom activities, application exercises, and oral presentations. Students are encouraged to bring their personal insights into the classroom and to use class concepts to understand and evaluate their own organizational experiences.

"Communication is the lifeblood of the organization's functions, the thread that ties the system together, the force that pervades the organization, and the building agent that cements all relationships."

--Gerald Goldhaber (1986)

Course Objectives:

The goals of this course are the following:

1. To examine and critique the role of communication in contemporary organizations
2. To explore and apply the concepts and theories relevant to communication in organizational contexts
3. To improve your ability to identify and propose solutions to organizational communication problems
4. To enhance your research, writing, analytic, and presentational skills

Course Requirements and Policies

Attendance:

Regular attendance in this class is necessary for students to become knowledgeable in the area of communication theory. Therefore, students are allowed only one unexcused absence before they begin losing points. Note that coming to class late and leaving class early will also be counted as absences and are subject to the designation of excused or unexcused as outlined above.

Every absence after one may result in a two percentage point deduction from the student's final course grade.

Absences may be excused for illness of student or serious illness of an immediate family member, death of a family member, or required participation in an official university function. For any absence to be excused, students must:

- Notify me (via voicemail or electronic mail) on or before the day of the class missed.
- Provide me with written documentation regarding the absence.

NOTE: IF YOU ARE TOO SICK TO COME TO CLASS, YOU ARE SICK ENOUGH TO ACQUIRE A DOCTOR'S NOTE!

Assignment Due Dates:

All assignments must be completed by the class period in which they are due for full credit (unless the absence meets the excuse policy above). **If a student turns in a paper more than 15 minutes after the class period begins, it is considered late.** Late papers will be accepted, but will be subject to a penalty of a one letter grade deduction per day the assignment is late. If a student accrues an unexcused absence for the class period in which the paper is due, the paper will not be accepted!

Presentations may not be made up!!!!

It is not OK to miss class and e-mail me an assignment. I must receive all assignments hard copy.

Written Work:

All written work, unless otherwise specified in the assignment, must be typed in Arial 11 point font with 1" margins on all sides. All source citation must follow the APA Publication Manual (5th ed.). Failure to follow these guidelines will result in a poor grade.

Grading Criteria:

Grading criteria for each assignment will be explained throughout the course.

Cheating and Plagiarism:

Cheating/Plagiarism will not be tolerated. If a student is caught cheating or plagiarizing, the student may be assigned an F in the course, and his/her name may be turned over "to the Office of the Dean of Student Life for disciplinary sanctions" (Hilltopics, 1994).

Note: The taking of an exam from the classroom will also be considered cheating; all exams remain the property of the professor.

ASSIGNMENTS

<u>ASSIGNMENT</u>	<u>POINTS POSSIBLE</u>	<u>POINTS I EARNED</u>
Exam #1	150	
Exam #2	150	
Case Studies (4 @ 25 points each)	100	
Group Presentation	100	
Quizzes, Activities, and Participation	100	
Comprehensive Course Project	250	
Total	850 points	

GRADING SCALE

A = 90% & Up
B = 80-89%
C = 70-79%
D = 60-69%
F = 0-59%

Tentative Daily Schedule

23-Jan	Tuesday	Introduction to the Course	
25-Jan	Thursday	Organizational Diversity and the Changing Landscape of Organizations	Ch. 12 Ch. 14
30-Jan	Tuesday	Classical Management	Ch. 1
1-Feb	Thursday	Classical Management	
6-Feb	Tuesday	Human Relations	Ch. 2
8-Feb	Thursday	Human Relations CASE #1 DUE	
13-Feb	Tuesday	Human Resources	Ch. 3
15-Feb	Thursday	Human Resources CASE #2 DUE	
20-Feb	Tuesday	Systems Theory	Ch. 4
22-Feb	Thursday	Systems Theory CASE #3 DUE	
27-Feb	Tuesday	Cultural Approaches	Ch. 5
1-Mar	Thursday	Cultural Approaches CASE #4 DUE	
6-Mar	Tuesday	Critical Theory	Ch. 6
8-Mar	Thursday	Exam #1	
13-Mar	Tuesday	SPRING BREAK	
15-Mar	Thursday	SPRING BREAK	
20-Mar	Tuesday	Assimilation Processes Group #1 Presentation	Ch. 7
22-Mar	Thursday	Assimilation Processes	
27-Mar	Tuesday	Decision Making Group #2 Presentation	Ch. 8
29-Mar	Thursday	NO CLASS: Dr. Jerome at CSCA Convention	
3-Apr	Tuesday	Conflict Group #3 Presentation	Ch. 9
5-Apr	Thursday	Conflict	
10-Apr	Tuesday	Change Group #4 Presentation	Ch. 10
12-Apr	Thursday	Change	
17-Apr	Tuesday	Crisis	

19- Apr	Thursday	Emotion Group #5 Presentation	Ch. 11
24- Apr	Tuesday	Technology Group #6 Presentation	Ch. 13
26- Apr	Thursday	Course Review	
1- May	Tuesday	Presentations COMPREHENSIVE COURSE PROJECT DUE	
3- May	Thursday	Presentations	
8- May	Tuesday	10:30 FINAL EXAM	