COMM 362: ORGANIZATIONAL COMMUNICATION
HONORS
WESTERN KENTUCKY UNIVERSITY
Fall 2014

HOLLY PAYNE, Ph.D.
Department of Communication
100 Ivan Wilson Fine Arts Center
holly.payne@wku.edu
(270) 745 - 5876

OFFICE HOURS
Tuesday 9:00-11:00
Thursday 9:00-11:00; 12:30-1:30
And By Appointment

REQUIRED MATERIALS
  ISBN: 9781285164205
- Other supplemental readings (articles and cases) may be placed in Blackboard throughout the semester.

COURSE DESCRIPTION
Organizational Communication is designed to increase your understanding of organizational communication theories and processes that inform the study and practice of communication in organizations. The main objective is to familiarize you with the basic theories, concepts, and issues relevant to the field of organizational communication. In addition, the course focuses on organizational challenges including the most common organizational variables such as conflict, power, leadership styles, roles, relationships, and technology.

At the end of this course, students will be able to:

1. Understand and explain the major theories and perspectives used to examine organizational communication.
2. Recognize communication issues in organizations and apply organizational communication concepts, models, and theories to resolve such issues.
3. Analyze organizational communication systems, processes, and structures from multiple perspectives.
4. Demonstrate competent oral, written, and analytical communication skills necessary for effective performance in different organizational contexts.

POLICIES AND PROCEDURES

ATTENDANCE POLICY
Class attendance and participation are important in accomplishing the goals of this course. Readings, class discussions, presentations, and in-class activities increase both your understanding of organizational communication theory and the development of your communication skills. In order to receive credit for attendance you must attend for the entire class period. Failure to do so will result in an absence for the given class session.

TARDY POLICY
Please arrive to class on time. Tardiness is unprofessional and is not fair to me or to your classmates. Consequently, if you are consistently late or leave early you can expect to have points deducted from your final grade for EACH tardy or early departure. Moreover, it is YOUR responsibility to make up any missed work and to make sure I have
not marked you absent for that day. This must be done on the day you are late; otherwise, it holds as an unexcused absence.

EXCUSED ABSENCE POLICY
An excused absence includes 1. A documented Illness of the student or serious illness of a member of the student’s immediate family. 2. The death of a member of the student’s immediate family. 3. Trips for members of student organizations sponsored by an academic unit, trips for University classes, and trips for participation in intercollegiate athletic events. 4. Major Religious holidays.

For any officially excused absence, you are responsible for completing an EXCUSED ABSENCE REQUEST FORM downloadable in Blackboard, which I will review and approve or deny. You are responsible for attaching official documentation of your absence to the form. For university-sponsored absences, this notification is to be given to me prior to the absence; for other excused absences, this documentation must be presented at the next class meeting. If you do miss class, please see a classmate regarding class discussions and assignments. You are responsible for arranging to make up missed individual work. Missed group work and missed in-class exercises cannot be made up.

UNEXCUSED ABSENCES
You cannot make up work missed for unexcused absences—you simply receive a zero. If you have absences in excess of one-fifth of the class contact hours, you need to withdraw from the class or you will be assigned a failing grade for the course.

CELL PHONE and LAPTOP POLICIES
In our effort to establish a strong classroom communication climate that will enhance our ability to learn about and develop our communication knowledge and skills cell phones shall not be used for any purpose during class time. Any student with a cell phone in hand or on his or her desk during class time will have 5 points deducted from exam grades. Each offense will be recorded during class time and you will be notified via email with the total number of points. If the problem becomes recurring, you will be asked to leave class and will be counted absent for that day. This policy applies during student presentations as well as during lecture and discussion. Any student using a cell phone during an exam will receive a zero on that exam and may be subject to other university discipline. Use of laptop computers will not be allowed in class without specific permission of the instructor.

STUDENT ACADEMIC ASSISTANCE
If you have serious problems with writing (and many people do), I advise you go to the Writing Center. Trained writing instructors are there most weekdays and on weekends to assist you in the writing process. The Center takes appointments (745-5719) and drop-ins. The university provides this service for students, so take advantage of it!

Also, consider going to The Learning Center (TLC) (located in the Academic Advising and Retention Center, DUC-A330). TLC tutors in most major undergraduate subjects and course levels throughout the week. To make an appointment, or to request a tutor for a specific class, call 745-6254 or stop by DUC A330. Log on to TLC’s website at www.wku.edu/tlc to find out more.

ACADEMIC INTEGRITY
I expect that all of the individual assignments you complete for COMM 362 (and in all of your other courses) are always your own work. However, many students are not sure exactly what “your own work” means, so, please read again the information on plagiarism and cheating from your student handbook. Aside from copying work, plagiarism includes incorrectly citing sources or presenting someone’s
information as your own, without crediting the source. To avoid this, you should carefully make notes to keep track of where your information came from. In written form, you must use quotation marks when referring to another's work. In a speech where you are paraphrasing, you can say “According to……(give name)…..”. It does not take much effort to make sure you follow the rules for using another's thoughts.

PENALTY FOR ACADEMIC DISHONESTY
Western Kentucky University and the Department of Communication are committed to the highest standards of ethical conduct and academic excellence. Any student found guilty of plagiarism, fabrication, cheating on an exam, or purchasing papers, speeches, or other assignments will immediately receive a failing grade on the assignment and in the course, and will be reported for disciplinary action. Falsified medical excuses and presenting another student’s work as your own fall within the guidelines of this academic integrity policy.

PLAGIARISM DETECTION
In this course we will be using an electronic plagiarism detection tool, Safeassign (through Blackboard), to confirm that you have used sources accurately in your papers. Students agree that by taking this course all assignments are subject to submission for textual similarity review to SafeAssign. Assignments submitted to SafeAssign will be included as source documents in SafeAssign's restricted access database solely for the purpose of detecting plagiarism in such documents. I will provide specific instructions in class on how to submit your speech outlines for electronic plagiarism review.

REASONABLE ACCOMMODATION
In compliance with university policy, students with disabilities who require academic and/or auxiliary accommodations for this course must contact the Office for Student Disability Services in Downing University Center, A-200. The phone number is 270 745 5004. If you have a special need that may require an accommodation or assistance, please inform the instructor as soon as possible and no later than the end of the second class meeting.

COURSE ACTIVITIES AND REQUIREMENTS

PARTICIPATION
You will have many opportunities to learn important communication skills. Aside from general class participation, such opportunities may include performance in role-playing activities, in-class presentations, and case studies. You are expected to interact productively in class discussions and group activities and to be prepared daily for discussions and quizzes by reading all assigned material.

READINGS
Your reading assignments are included in the course schedule. In addition to the textbook, you are required to read the supplemental material, including cases which will be posted on Blackboard. If you do not do the reading, do not expect to benefit substantially from the course. Class sessions are used to supplement rather than to review the reading material assigned. Pop quizzes may be assigned to ensure you are completing the assigned readings.

WRITTEN WORK
You are expected to use correct spelling and grammar in all written work. Your written work is evaluated on content and mechanics, so make sure it is free of mistakes, without composition errors (sentence fragments, run-on sentences, subject-verb disagreement, misspelled words, and typographical errors which result in such errors), and follows the correct format. All of your work must be typed (using no more than 12 point font, Times New Roman, margins not exceeding 1 inch). All work should model the format of the assignment.
Submit all written assignments typed at the beginning of the class period on the designated date. LATE ASSIGNMENTS WILL NOT BE ACCEPTED unless you have an official excused absence, and even then you are expected to turn in the assignment at the next class meeting after your absence. If missing for a university-sponsored event, assignments should be turned in the class meeting before the absence. If you do not have an excused, documented absence, your assignment will be recorded as a 0. Please do not ask for exceptions to this rule.

GRADED ASSESSMENTS

EXAMS
You will take three exams including the final exam covering the two major sections of the text. The exams will cover the various theoretical approaches to communication and applied communication issues in organizations including recruitment, socialization, superior/subordinate communication, team management, and technology. Exams include materials from lectures, readings, and/or assignments. The exam format may include multiple choice, true/false, short answer, and essay questions.

QUizzes, CASES, FRAGMENTS and IN-CLASS ACTIVITIES
Cases, quizzes, and in-class activities will be used in class to test your knowledge of the reading assignments and course concepts. Quizzes may take various forms, but cases will come with a real world example followed by analysis questions.

Fragments: Several times during the term you will be asked to write a fragment. A fragment is a paper of no more than 2 pages in length (double-spaced, 1 inch margins) and takes one fragment from the reading for the day the fragment is due (i.e., a sentence or two but no more) and argues with it, agrees with it, illustrates it, or extends it. The hope is that you can integrate some data into these papers to support your point. “Data” is loosely defined here as a real-life-example lived by or observed by you, a scholarly research article similar to those highlighted in the scholar spotlights in each chapter, or data from the news or other media. Reproduce the quote you chose (providing a page number as well) at the top of the first page. Proceed as follows:

- Your name, date, and fragment paper # should go at the top. Follow this with a verbatim transcript of the quotation.
- In the first paragraph describe the quote (i.e., what is it saying), and then put forward your position with regard to it (e.g., if you agree with it, but would like to extend it or amend it, say so, say why, and how).
- In the next paragraph(s) you should provide a real-life example (data) that helps support your point. Describe the data, and then show how the data supports your argument from the first paragraph.
- In the final paragraph return to the quote, and summarize your argument

Get to the point quickly!

TEAM DEBATE
Throughout the semester we will discuss many conflicting ideas on organizational approaches, processes, and methods of communication. We will conduct team debates to explore these issues in depth. Two teams will be assigned opposing debate topics at various points during the semester. Each group will research their topic, collecting communication articles and other sources to back up their position. Each group will participate in structured debate for 20 minutes. I will provide a debate format/structure prior to the due date. After each debate is over, the class will vote on the winner; however, their decision will not affect the grade. You will receive a team and an individual grade. Each team member will be graded individually, based on the level of participation, sources provided, and logic of arguments.
ORGANIZATIONAL COMMUNICATION RESEARCH PROJECT

The major research project in this course requires you to choose a specific topic relevant to an organizational communication theory, process, or concept using multiple sources, and apply what you have learned to analyze a “real world organization.” You may do this project on your own OR in groups of up to three people. Co-authors will receive the same grade—so I advise you choose partners with care. In order to keep the project from becoming too overwhelming (and to eliminate undue stress created by procrastination) the project is divided into three stages:

Phase 1: Research Paper
Phase 2: Organizational Analysis Paper
Phase 3: Presentation of Findings

You will receive more information on this assignment in the coming weeks.

POINT DISTRIBUTION

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIDTERM EXAM</td>
<td></td>
</tr>
<tr>
<td>FINAL EXAM</td>
<td></td>
</tr>
<tr>
<td>QUIZZES, CASES, CLASS ACTIVITIES</td>
<td></td>
</tr>
<tr>
<td>TEAM DEBATE</td>
<td>15%</td>
</tr>
<tr>
<td>RESEARCH PROJECT</td>
<td>25%</td>
</tr>
<tr>
<td>Phase 1: Research Paper</td>
<td></td>
</tr>
<tr>
<td>Phase 2: Organizational Analysis</td>
<td></td>
</tr>
<tr>
<td>Phase 3: Oral Presentation</td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>100%</td>
</tr>
</tbody>
</table>

GRADING SCALE

A = 100-90%
B = 89-80%
C = 79-70%
D = 69-60%
F = 59% and below