

Course	HRDV 5620 Interpersonal and Organizational Communication
Term	Spring 1, 2010
Instructor	Sandra Campbell 816-525-7505 . sandrac@webster.edu ; scamp14469@aol.com ;
Catalog Description	Students in this course investigate the phenomenon of communication. Students learn the dynamics of the process of communication; the skills required to achieve successful communication; the importance of effective communication in work situations; methods of evaluating communication problems in the workplace; and methods for increasing productive communication in the workplace. The course affords students opportunities to explore a variety of personal and organization methods of enhancing communication.
Prerequisites	None
Course Level Learning Outcomes	<ul style="list-style-type: none"> ▪ Students will know and explain important terminology, facts, concepts, principles, and theories used in business and interpersonal communication. ▪ Students will be able to analyze communication problems in the organizational and interpersonal settings. ▪ Students will be able to design interventions for simple organizational and interpersonal communication problems. ▪ Students will be able to determine communication needs in an organization. ▪ Students will be able to illustrate how communication programs influence various stakeholder groups. ▪ Students will be able to propose HRD communication programs and solutions for relatively simple organizational problems. ▪ Students will be able to apply simple criteria to assess the effectiveness of HRD communication programs in their own organizations. ▪ Students will be able to compare textbook descriptions of communication programs and processes to their own experience in work organizations and in interpersonal situations. ▪ Students will be able to validate the relevance and adequacy of their own organization's communications. ▪ Student will be able to interpret the significance of good communications, both in the corporate and interpersonal settings.
Materials	Lesikar, R., and Flatley, M. <i>Business Communication: Making Connections in a</i>

	<p><i>Digital World, 11th ed.</i> McGraw-Hill: Boston. ISBN: 978-0-07-305036-2.</p> <p>Text is available through MBS Direct Books at 1-800-352-3252 or www.mbsdirect.net. Checks and credit cards accepted.</p>
<p>Grading</p>	<p>25% Mid-term Exam 25% Final Exam 40% Written and Oral Presentation 10% Other, e.g., quizzes, problem solving</p> <p>The GRADUATE catalog provides these guidelines and grading options:</p> <ul style="list-style-type: none"> • A/A- Superior graduate work • B+/B/B- Satisfactory graduate work • C Work that is barely adequate as graduate-level performance • CR Work that is performed as satisfactory graduate work (B- or better). A grade of "CR" is reserved for courses designated by a department, involving internships, a thesis, practicums, or specified courses. • F Work that is unsatisfactory • I Incomplete work • ZF An incomplete which was not completed within one year of the end of the course. ZF is treated the same as an F or NC for all cases involving G.P.A., academic warning, probation, and dismissal. • IP In progress • NR Not reported • W Withdrawn from the course
<p>Activities</p>	<p><u>Course Paper):</u></p> <p>Each student is to prepare a 5-6 page paper (<i>APA 5th revision style – strictly adhered to</i>) covering his/her impression of the corporate cultures of two companies with web sites on the Internet. Impressions should be from the web site, only, and based on the student’s individual perceptions, referenced with material from the text and other sites (as may be appropriate).</p> <p>Students will be graded on content, grammar (etc.), insight, and the connection made between the sites and the text and/or additional materials utilized.</p> <p><i>Plagiarism will result in a failing course grade.</i> Any questions about the definition of plagiarism should be directed to the course instructor.</p> <p><u>This assignment is due Class 8.</u></p> <p><u>Paper Presentation):</u></p> <p>Each student is required to prepare a 10-minute (<i>plus or minus 1 minute</i>) covering</p>

	<p>communications differences between two cultures.</p> <p>Students will be graded on content, timing, visuals, and general presentation techniques.</p> <p><u>This assignment is due Class 8.</u></p>
<p>Policy Statements:</p> <p>University Policies</p>	<p>University policies are provided in the current course catalog and course schedules. They are also available on the university website. This class is governed by the university's published policies. The following policies are of particular interest:</p> <p><i>Academic Honesty</i> The university is committed to high standards of academic honesty. Students will be held responsible for violations of these standards. Please refer to the university's academic honesty policies for a definition of academic dishonesty and potential disciplinary actions associated with it.</p> <p><i>Drops and Withdrawals</i> Please be aware that, should you choose to drop or withdraw from this course, the date on which you notify the university of your decision will determine the amount of tuition refund you receive. Please refer to the university policies on drops and withdrawals (published elsewhere) to find out what the deadlines are for dropping a course with a full refund and for withdrawing from a course with a partial refund.</p> <p><i>Special Services</i> If you have registered as a student with a documented disability and are entitled to classroom or testing accommodations, please inform the instructor at the beginning of the course of the accommodations you will require in this class so that these can be provided.</p> <p><i>Disturbances</i> Since every student is entitled to full participation in class without interruption, disruption of class by inconsiderate behavior is not acceptable. Students are expected to treat the instructor and other students with dignity and respect, especially in cases where a diversity of opinion arises. Students who engage in disruptive behavior are subject to disciplinary action, including removal from the course.</p> <p><i>Student Assignments Retained</i> From time to time, student assignments or projects will be retained by The Department for the purpose of academic assessment. In every case, should the assignment or project be shared outside the academic Department, the student's name and all identifying information about that student will be redacted from the assignment or project.</p> <p><i>Contact Hours for this Course</i></p>

	<p>It is essential that all classes meet for the full instructional time as scheduled. A class cannot be shortened in length. If a class session is canceled for any reason, it must be rescheduled.</p>
Course Policies	<p>This syllabus may be changed at the discretion of the instructor without prior notice.</p>
Weekly Schedule	<p><u>1 Class One</u> Introduction Chapters 1, 2 & 3 Communication in the Workplace Adaptation and the Selection of Words Construction of Clear Sentences and Paragraphs</p> <p><u>Class Two</u> Chapters 4, 5 & 6 Writing for Effect The Writing Process and an Introduction to Business Messages Directness in Good-News and Neutral Messages</p> <p><u>Class Three</u> Chapters 7, 8, & 9 Indirectness in Bad-News Messages Indirectness in Persuasive Messages Strategies in the Job-Search Process</p> <p><u>Class Four</u> <i>Mid-Term Exam – Covers Chapters 1 - 9</i></p> <p><u>Class Five</u> Chapters 10, 11 & 12 Basics of Report Writing Short Reports and Proposals Long, Formal Reports</p> <p><u>Class Six</u> Chapters 13, 14 & 15 Graphics 412 Informal Oral Communications Public Speaking and Oral Reporting</p> <p><u>Class Seven</u> Chapter 16, 17 & 18 Techniques of Cross-Cultural Communication Correctness of Communication Technology-Enabled Communication</p>

	<p><u>Class Eight</u> Chapter 19 Business Research Methods</p> <p><i>Paper Due</i> <i>Presentations</i></p> <p><u>Class Nine</u> Summation <i>Final Exam – Covers (mainly) Chapters 10-19, but will include approximately 15% questions from previous chapters.</i></p>
Additional Information	Videos / DVDs of various types may be utilized throughout this course to help illustrate communication techniques.

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