

Comm 3355
Organizational Communication
Fall 2018

Instructor:

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Office hours: I am available by email, typically within 5-6 hours on weekdays and 24-48 hours on weekends. I am also available for phone/Skype conferences by appointment if needed. Please ask whenever you need help. I want to help you be successful, but if you don't ask, I will think you understand everything and don't need assistance.

Course Overview:

This is an introductory course in organizational communication that covers basic topics in organizational communication scholarship and practice. This course examines the theory and research on the communication process in organizations. Functional and interpretive theories and applications are explored.

Course Learning Outcomes:

- Enhance your understanding of the role of communication in modern organizations
- Learn different approaches and theories of organizational communication and the insights they can provide
- Identify common organizational communication problems and their solutions
- Develop attitudes and analytical abilities that can enhance your ability to navigate modern organizations in a creative, effective, and ethical way.

Textbook:

Miller, Katherine. 2014. *Organizational Communication: Approaches and Processes*. (7th ed.)

Other Required Course Materials:
Videos, documents, etc provided through Blackboard

Learning System:

- We are using Blackboard Learn as our Learning Management System. Check Blackboard's video tutorials for assistance, or visit:
https://www.utep.edu/technologysupport/ServiceCatalog/BB_Students.html

- You will need a computer with basic audio/video output equipment, a good internet connection, and Microsoft Office or similar software.
- If you need tech support or Blackboard help, contact the UTEP tech support at helpdesk@utep.edu.

Course Topics and Readings Overview

Oct 22 (Module 1) – Introduction and Overview

- Miller, Ch. 2 “Classical Approaches”

Oct 29 (Module 2) –

- Miller, Ch 3 “Human Relations and Human Resources Approaches”
Ch 4 “Systems and Cultural Approaches”

Nov 5 (Module 3) –

- Miller, Ch 5 “Constitutive Approaches”
Ch 6 “Critical and Feminist Approaches”

Nov 12 (Module 4) –

- Miller, Ch 7 “Socialization Processes”
Ch 8 “Decision-Making Processes”

Nov 19 (Module 5) –

- Miller, Ch 9 “Conflict Management Processes”
Ch 10 “Organizational Change and Leadership Processes”

Nov 26 (Module 6) –

- Miller, Ch 11 “Processes of Emotion in the Workplace”
Ch 12 “Organizational Diversity Processes”

Dec 3 (Module 7) –

- Miller, Ch 13 “Technological Processes”
Ch 14 “The Changing Landscape of Organizations”

Detailed instructions for readings, lectures, discussion posts, etc., will be posted with each module on Blackboard. Each week of the course will typically include:

- Assigned readings/lectures
- 2 discussion board postings (each about 450-550 words) and responses to classmates
- weekly quiz

Grading and Evaluation:

- Quizzes – 30%
 - Quizzes will be taken online each week, based on that week’s reading
- Paper – 30%
 - Reflection paper – a 3-5-page paper applying theories and concepts presented during the course to your own past and future experiences
- Discussion posts, responses, and assignments – 40%
 - Posts, responses, and other assignments will be graded each week on originality, relevance, thoughtfulness, engagement, integration of ideas, and respectfulness
- Grading is on a ten-point scale:
 - A = 90-100
 - B = 80-89
 - C = 70-79
 - D = 60-69
 - F = 0-59
- Late Work
 - All times/deadlines are given in local El Paso time (Mountain Time).
 - Quizzes are given online and access is closed after the deadline. You **MUST** take quizzes on time; there are no makeups.
 - Late papers will lose points for each day (including weekends) late. Late papers that are more than 7 days overdue will not be accepted.
 - Our online class discussions cannot take place without full, timely participation from every person. For this reason, access to discussion boards and responses will close after the deadline and no late discussion or response posts will be accepted.
 - If you have extreme extenuating circumstances that prevent you from completing your work on time, you must notify me in advance in order to make a plan for you to turn in your assignments.

Participation Requirement:

You should log into the course at least several times a week for a minimum of 9 to 12 hours (not including the time you’ll need to write papers or study for exams). Participation in discussion boards is worth 40% of your final grade, so interacting with other students and the instructor is critical to successful completion of the course. Additionally, this is a **communication** course and therefore we depend on the free flow of ideas and opinions which may reflect great diversity in perspectives and attitudes. Consistent with communication in a democratic society, I expect student interactions to be civil and respectful of other students’ ideas and opinions. Posts and comments should be written as assignments, just like papers and exams, with correct and complete spelling and grammar.

Academic Dishonesty:

Academic dishonesty is prohibited and is considered a violation of rules articulated in UTEP's Handbook of Operating Procedures. It is also contrary to the process of organizational leadership itself, and includes, but is not limited to, cheating, plagiarism, and collusion.

- Cheating may involve copying from or providing information to another student, possessing unauthorized materials, falsifying research data, etc
- Plagiarism occurs when someone intentionally or unknowingly represents another person's words or ideas as his or her own.
- Collusion involves the unauthorized collaboration with another person or group to commit any academically dishonest act.

Any sort of academic dishonesty attempted by a UTEP student is unacceptable and will not be tolerated. Violations will be taken seriously and will be referred to the Office of Student Conduct and Conflict Resolution for possible disciplinary action. Students may be suspended or expelled from UTEP for such actions.

More information can be found in the UTEP *Handbook of Operating Procedures*, under the heading "Alleged Student Scholastic Dishonesty" and the UT System Regent's Rules and Regulations.

Netiquette (The Etiquette of Internet Communication)

It is important to consider carefully the words you use in interactions with other students, to ensure a positive online communication environment. We must also be conscious of how we communicate while working at a distance and using good *netiquette*, that is, online communication etiquette.

- Clearly identify yourself when posting a comment or discussion entry. Your classmates may not know who is posting a comment.
- Avoid using all capital letters or text in different colors
- Focus on the topic at hand and be SUBSTANTIVE, not personal
- Remember the human – there's a person on the side of the computer screen, so be tactful and don't say things you wouldn't say to their face
- Remember your words are WRITTEN and STORED. Don't say things you'll regret.
- Don't use offensive language or profanity (the instructor has the final say on whether or not something is offensive)
- Share your expert knowledge
- Respect privacy – this class is a closed, private group. Don't copy/share/etc posts from this class with the outside world.

Students with Special Needs

The Americans with Disabilities Act requires that all materials needed for a course be made available to all students in that course, whether it is face-to-face or online. If you have any special needs that require accommodations, please contact the Center for Accommodations and Support Services (CASS) at cass@utep.edu or visit <https://www.utep.edu/student-affairs/cass/>.

