



Syllabus

SCHOOL OF BUSINESS AND MANAGEMENT **BSM 304: Organizational Communications**

5 Credits
Effective: Fall 2019-20

*Access to the Internet is required.
All written assignments must be in Microsoft-Word-compatible formats.
See the library's APA Style Guide tutorial for a list of resources that can help you use APA style.*

FACULTY

Faculty Name: FACULTY NAME

Contact Information: CONTACT INFORMATION

[INSTRUCTOR MAY INSERT PERSONAL MESSAGE IF DESIRED]

COURSE DESCRIPTION

This course covers internal and external communication in the contemporary evolving organization. Students will assess their management communication style and identify areas for improvement. Topics include interpersonal and small group dynamics, use of communications technology, motivation, conflict resolution, and communicating with diverse audiences.

COURSE RESOURCES

Required and recommended resources to complete coursework and assignments are found on the course Reading List. The Reading List can be found under Course Information in Blackboard as well as from the [Library](#) homepage.

Note: Required resources that must be purchased by the student are tagged “Purchase from a vendor of your choosing.” Required resources with a direct link, “Available through CityU Library”, are available at no cost to students.

Students in Canada will see required resources they need to purchase tagged “Purchase from the Canadian Bookstore.” Students outside the U.S. and Canada should contact their advisor or textbook coordinator for additional information.

CITYU LEARNING GOALS

This course supports the following City University learning goals:

COURSE OUTCOMES

In this course, learners:

- Assess individual management communication style and identify areas for improvement
- Demonstrate the ability to communicate effectively with diverse audiences
- Demonstrate the ability to participate effectively in interpersonal communication and small group decision-making
- Demonstrate the ability to utilize communication technologies
- Differentiate, apply, and appraise conflict resolution strategies
- Plan, prepare, and deliver an effective group project, oral report, and slide presentation
- Recognize, define, apply, and assess criteria for effective organizational communication

CORE CONCEPTS, KNOWLEDGE, AND SKILLS

- Assess individual management communication style and identify areas for improvement

OVERVIEW OF COURSE GRADING

The grades earned for the course will be derived using City University of Seattle's decimal grading system, based on the following:

<i>Overview of Required Assignments</i>	<i>% of Final Grade</i>
Team Project: Written Management Communication Project	25%
Team Project: Conference Oral Report and Slide Presentation with Notes	25%
Individual Project: Management Communication Journal and Improvement Plan	20%
Discussion Questions	30%
TOTAL	100%

SPECIFICS OF COURSE ASSIGNMENTS

The instructor will provide grading rubrics that will provide more detail as to how this assignment will be graded.

Discussion Questions

Whether in class, online, or in a mixed mode setting, you will be graded on your participation in classroom discussions; your ability to present, explain, or defend alternative viewpoints; and the degree to which you have mastered the concepts and principles inherent in the study of project management. Written work will be assessed not only on relevance to the subject presented, but also on adherence to good written form, APA style, and professional presentation. Your instructor may also choose to create additional activities to support learning in the classroom or online. Students need to post their original response by the end of each Wednesday and respond to at least two peers by the end of each Sunday.

<i>Components</i>	<i>% of Grade</i>
Information is organized and correct	25%
Writing is clear and coherent	25%
Proper use of grammar, punctuation, spelling, and syntax	25%
APA	25%
TOTAL	100%

Team Project: Written Management Communication Project

Your group will submit a written management communication project, which plans, organizes, and holds a conference on an appropriate topic. The written documents in the project include a conference plan, announcement, invitation, agenda, and audience handouts (2 or more).

Your group will investigate and select an appropriate topic for your conference. The group's proposed topic must be approved by the instructor. Possible conference topics include principles of business interviewing, developing leadership through communication skills, holding effective problem-solving meetings, improving negotiation skills, harnessing verbal aggressiveness at the office, inter-cultural communication in the workplace, investigating communication in business organizations, and so forth.

<i>Components</i>	<i>% of Grade</i>
Required documents (i.e., conference plan, announcement, invitation, agenda and audience hand-outs [2 or more]) are submitted	25%
Information is presented in a logical sequence in all documents	25%
writing is clear and coherently organized	25%
Proper use of grammar, punctuation, spelling, and syntax	25%
TOTAL	100%

Team Project: Conference Oral Report and Slide Presentation with Notes

Your group will prepare an oral report and slide presentation with notes on an appropriate topic to be presented at the group's conference. Each group will have one-half hour to hold its conference on-site during the course.

<i>Components</i>	<i>% of Grade</i>
Preparation of oral report with slide presentation and notes	25%
Delivery of oral report and slide presentation with notes	25%
Logical development of oral report and slide presentation with notes	25%
Pronunciation of words in oral report; clarity of writing, proper word choice, syntax, spelling, grammar, punctuation, and APA style and reference citation in slide presentation with notes	25%
TOTAL	100%

Individual Project: Management Communication Journal and Improvement Plan

Throughout the course, you will develop a list of criteria for effective organizational communication. For this assignment, you are required to compare and contrast your personal communication style and methods with the criteria that you develop during the quarter. It is expected that you identify a number of areas for improvement based on your comparison. Accordingly, develop and share your improvement plans that will help to enhance your individual communication style and methods within an organizational setting. It is important to devise highly feasible, transparent, and detailed improvement plans. The paper should be between 2-4 pages; APA writing conventions should be followed with a minimum of two (2) sources referenced and cited.

<i>Components</i>	<i>% of Grade</i>
Identifies criteria for effective organizational communication	20%
Identifies personal communication style and methods	15%
Compares and contrasts between personal communication style/methods and the identified list of criteria for effective organizational communication, providing relevant examples	25%
Develops and explains feasible and transparent plans to improve	20%

communication style and method based on comparison	
Style including structure, flow, grammar, and spelling	10%
APA	10%
TOTAL	100%

COURSE POLICIES

Late Assignments

A critical aspect of management is to meet predefined deadlines. Therefore, all assignments are expected to be submitted when due. No late assignments are accepted. Life-situations do occur. When an issue arises coordinate with the instructor prior to the assignment's due date and the due date may be adjusted. It is in the best interest of the student to ensure that all assignments are submitted on time.

Participation

Class participation will be evaluated during class. Participation includes being prepared for class discussions and contributing meaningful content when appropriate. It also includes individual effort contributed to the team project.

Professional Writing

Assignments require error-free writing that uses standard English conventions and logical flow of organization to address topics clearly, completely, and concisely. CityU requires the use of APA style.

UNIVERSITY POLICIES

You are responsible for understanding and adhering to all of City University of Seattle's academic policies. The most current versions of these policies can be found in the [University Catalog](#) that is linked from the CityU Web site.

Non-Discrimination & Prohibition of Sexual Misconduct

City University of Seattle adheres to all federal, state, and local civil rights laws prohibiting discrimination in employment and education. The University is committed to ensuring that the education environment is bounded by standards of mutual respect and safety and is free from discriminatory practices.

In the U.S., the University is required by Title IX of the Education Amendments of 1972 to ensure that all of its education programs and activities do not discriminate on the basis of sex/gender. Sex include sex, sex stereotypes, gender identity, gender expression, sexual orientation, and pregnancy or parenting status. Sexual harassment, sexual assault, dating and domestic violence, and stalking are forms of sex discrimination, which are prohibited under Title IX and by City University of Seattle policy. City University of Seattle also prohibits retaliation against any person opposing discrimination or participating in any discrimination investigation or complaint process internal or external to the institution. Questions regarding Title IX, including its application and/or concerns about noncompliance, should be directed to the Title IX Coordinator. For a complete copy of the policy or for more information, visit <https://my.cityu.edu/titleix> or contact the Title IX Coordinator.

In Canada, in compliance with the British Columbia Human Rights Code, the Alberta Human Rights Act, WorksafeBC, and the Workers' Compensation Board of Alberta, the University believes that its environment should at all times be supportive and respectful of the dignity and self-esteem of individuals. Discrimination, harassment and bullying conduct, whether through person to person behaviour or via electronic communications such as email or social media is not acceptable and will not be tolerated. As an educational institution, it is our responsibility to cultivate an environment of excellence, equity, mutual respect and to recognize the value and potential of every individual. The University will take all necessary steps to meet or exceed the requirements of the law to prevent discrimination, harassment and bullying. The Respectful Workplace Policy for the prevention of discrimination, harassment and bullying policy and procedure can be found at <https://www.cityu.edu/discover-cityu/about-cityu/> under the Policies section or at <https://www.cityuniversity.ca/about/>.

Religious Accommodations

City University of Seattle has a policy for accommodation of student absences or significant hardship due to reasons of faith or conscience, or for organized religious activities. The University's policy, including more information about how to request an accommodation, is available in the University Catalog and on the my.cityu.edu student portal. Accommodations must be requested by the 20% mark of this course (e.g. day 14 of a ten-week course, day 7 of a 5-week course) using the Religious Accommodations Request Form found on the student dashboard in the my.cityu.edu student portal.

Scholastic Honesty

Scholastic honesty in students requires the pursuit of scholarly activity that is free from fraud, deception and unauthorized collaboration with other individuals. You are responsible for understanding CityU's policy on scholastic honesty and adhering to its standards in meeting all course requirements. A complete copy of this policy can be found in the [University Catalog](#) in the section titled *Scholastic Honesty* under *Student Rights & Responsibilities*.

Attendance

Students taking courses in any format at the University are expected to be diligent in their studies and to attend class regularly.

Regular class attendance is important in achieving learning outcomes in the course and may be a valid consideration in determining the final grade. For classes where a physical presence is required, a student has attended if s/he is present at any time during the class session. For online classes, a student has attended if s/he has posted or submitted an assignment. A complete copy of this policy can be found in the [University Catalog](#) in the section titled *Attendance Policy for Mixed Mode, Online and Correspondence Courses*.

SUPPORT SERVICES

Disability Services Accommodations Statement

Students with a documented disability who wish to request academic accommodations are encouraged to contact Disability Support Services to discuss accommodation requests and eligibility requirements. Please contact Disability Support Services at disability@cityu.edu or 206.239.4752 or visit the [Disability](#)

[Support Services](#) page in the my.cityu.edu portal. Confidentiality will be observed in all inquiries. Once approved, information about academic accommodations will be shared with course instructors.

Library Services

CityU librarians are available to help you find the resources and information you need to succeed in this course. Contact a CityU librarian through the [Ask a Librarian](#) service, or access [library resources and services online](#), 24 hours a day, seven days a week.

Smarthinking

As a CityU student, you have access to 10 free hours of online tutoring offered through Smarthinking, including writing support, from certified tutors 24 hours a day, seven days a week. Contact CityU's Student Support Center at help@cityu.edu to request your user name and password.