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

**OFFICE HOURS**
Tuesday: 9:00-9:30; 1:00-2:30
Thursday: 9:00-9:30; 1:00-2:30
And by Appointment

## REQUIRED MATERIALS

- Miller, K. (2006). *Organizational communication: Approaches and processes (5th Ed.)*.
- Other supplemental readings (articles and cases) may be placed in Blackboard throughout the semester.

## REQUIRED SKILLS FOR ONLINE COURSE

- Ability to navigate Blackboard, including reading and posting messages to the discussion boards.
- Ability to navigate Tegrity Campus to access audio lectures and PowerPoint slides.
- Ability to navigate the Web (use a browser) and handle multiple open windows
- Ability to browse Web pages
- Ability to open and navigate PDF files using Adobe Acrobat
- Knowledge of how to create, send, open, close, and save files and attachments with Microsoft Word and Microsoft PowerPoint
- Basic word processing skills

## 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. This course will raise your awareness of the ways in which individuals shape and are shaped by their interactions with the organizations around them. This course surveys various theoretical approaches to management and the study of communication processes in organizations. 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 processes will enhance your ability to engage with all kinds of organizations.

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.

## TECHNICAL ASSISTANCE

If you are experiencing technical difficulties with Blackboard, call WKU's IT Help Desk (270-745 -7000) IMMEDIATELY.  If the issue is not resolved and may affect your ability to complete an assignment, call 745-5876 and leave a message in my voicemail box explaining your situation.  For help on how to navigate Tegrity Campus and open, download, or print video files, visit the TS Online website at www.wku.edu/tsonline.  You may also find the following web sources helpful:

- http://www.wku.edu/infotech/index.php?page=123
- http://www.wku.edu/online/bbtutorial.html#AdRequire
- http://www.wku.edu/helpdesk

## ONLINE CIVILITY

There are certain basic standards of classroom and on-line civility that should be adhered to, particularly in a communication course. Civility does not eliminate appropriate humor, enjoyment, or other features of a comfortable and pleasant classroom community, but emphasizes the following:

1. Displaying **respect** for all members of the classroom community, both your instructor and fellow students.  This includes avoidance of **racist, sexist, homophobic**, or other **negative** language that may unnecessarily exclude members of our campus and classroom community.
2. **Attentiveness** to and **participation** in discussion boards, group activities, and other course exercises.

## COURSE ATTENDANCE

Successful learning online requires you to actively participate and *attend* the course. Attendance for this online course is defined as signing on to the Blackboard site and making substantive postings and completing course assignments.  You are required to have substantive participation a *minimum of 2 days per week*.

You must meet the attendance minimum to stay active in the class. If you do not meet this attendance requirement for two consecutive weeks you will receive an "FN" for the course.

If you have not attended class during the first seven days of the term, you will be considered to be in non-attendance and will be withdrawn from the course.

## PARTICIPATION POLICY and COURSE REQUIREMENTS

This course combines assigned readings, lecture notes, class discussion, activities, exams, and papers to emphasize certain communication theories.  These activities contribute to your overall understanding of organizational communication. It is essential for you to actively participate in the course activities and to keep up with the readings.  If you do not do the reading, do not expect to benefit substantially from the course. **Assigned chapters should be read in accordance with the schedule and referred to in the discussion boards** so that you will be able to contribute to the class discussions and activities and perform well on the exams.

Substantive participation in discussion boards include:

- Responding to discussion questions as well as discourse between students related to subject matter within the course. A response may offer a question about another's work, agreement with or challenge to the point of view expressed (supported by a reference to the text or lecture), or critique of someone's work.
- Contributing to the discussion based upon course content, theory, or personal experiences, *not* simply personal opinions

Substantive postings *do not include*:

- Posting completed assignments

- Asking the faculty member or classmates a question about an assignment
- Posting a simple "I agree" comment
- Sending emails to the faculty member or classmates

You are required to read all of the notes posted on the course site and the discussion posted by me and your classmates. The quantity and quality of your participation in the discussion area will be graded along the following categories: timeliness, quality of initial post, quality of follow-up posts, clarity and ethical group participation. The points for each category are posted in Blackboard.

If you are unable to participate due to prolonged serious illness or personal emergency, you are expected to contact me as soon as possible. If you are unable to participate due to technical problems, you are expected to notify the appropriate technical support personnel and then, notify your faculty member. Failure to notify me will be considered a missed deadline. All assigned work must be completed regardless of the reason for nonparticipation. Late assignments will not be accepted.

This class also involves a number of written assignments where you communicate your understanding of the principles and concepts of organizational communication. In all written work you are expected to use correct spelling and appropriate grammar. Throughout the course you will expand your personal vocabulary through the study of terms related to the course. Your written work will be evaluated on both content and mechanics. Good writing should be reasonably free of mistakes and without composition errors, which are called gross errors (sentence fragments, run-on sentences, subject-verb disagreement, misspelled words, and typographical errors which result in such errors). All of your work should use no more than 12 point type with margins not exceeding 1 inch) and double-spaced—unless otherwise indicated. Please use APA 5th edition for citing and documenting outside sources.

**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 day 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 <http://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, TurnItIn.com, 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 TurnItIn.com.  Assignments submitted to TurnItIn.com will be included as source documents in TurnItIn.com'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.


## GRADED ASSESSMENTS

### DISCUSSION BOARDS and CLASS ACTIVITIES
Discussion boards are our primary mechanism for processing and exploring the course concepts and are critical for your success.  As described earlier you must participate in the discussion boards with thoughtful analysis incorporating content from the appropriate chapters.  The discussion boards will include your analysis of theories and concepts and involve different activities to which you will provide responses.  Your posts are graded on quality, quantity, and timeliness.  Waiting until the board closes to post isn't a two-way discussion, so post early and respect your classmates by engaging them in a thoughtful dialogue.

### EXAMS
You will take two exams (a midterm and final) 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.


### ORGANIZATIONAL COMMUNICATION CASE STUDY
The major research project in this course requires you to choose topics relevant to organizational communication theories, processes, or concepts using multiple sources, and apply what you have learned to analyze a "real world organization."  The project is divided into three parts/stages:

    Part 1: Overview of the Organization
    Part 2: Theoretical Analysis
    Part 3: Recommendations for Improving Organizational Communication

The full assignment description is posted in Blackboard.

**POINT DISTRIBUTION**

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|---|---|
| EXAM I | |
| EXAM II | |
| DISCUSSION BOARD | |
| ORGANIZATION ANALYSIS | 30% |
|     Part 1: Overview of the Organization | |
|     Part 2: Theoretical Analysis | |
|     Part 3: Recommendations | |
| TOTAL | 100% |

**GRADING SCALE**

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

# COMM 362 – Tentative Weekly Schedule

| Week Of | Topic | Reading | Discussion Board |
|---------|-------|---------|------------------|
| Week 1 | Introduction to the Course | Ch. 14 | DB1 Closes 1/28 4:30pm |
| 1/24 | Changing Landscape of Orgs Introduction to Organizational Communication | Ch. 1 | |
| Week 2 1/31 | Classical Management/Traditional Approaches | Ch. 2 | DB2 Closes 2/4 4:30pm |
| Week 3 2/7 | Human Relations Approaches | Ch. 3 | |
| Week 4 2/14 | Human Resources Approaches | Ch. 3 | DB3 Closes 2/18 4:30pm |
| Week 5 2/21 | **EXAM I – Chapters 14, 1, 2, 3 (Opens 2/23 8:00 am)** | | Exam Closes 2/25 4:30 pm |
| Week 6 2/28 | **ORG. COMMUNICATION CASE STUDY PART 1 DUE** | | Due 3/4 4:30 pm |
| Week 7 3/7 | <span style="color:red">**SPRING BREAK – NO CLASS**</span> | | |
| Week 8 3/14 | Systems Theory | Ch. 4 | DB4 Closes 3/18 4:30pm |
| Week 9 3/21 | Cultural Approaches | Ch. 5 | DB5 Closes 3/25 4:30pm |
| Week 10 3/28 | Critical Theory | Ch. 6 | DB6 Closes 4/1 4:30pm |
| Week 11 4/4 | Assimilation Processes | Ch. 7 | DB7 Closes 4/8 4:30pm |
| Week 12 | | | |

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|---|---|---|---|
| 4/11 | **ORG. COMMUNICATION CASE STUDY PART 2 DUE** | | |
| Week 13 4/18 | Emotion at Work | Ch. 11 | DB8 Closes 4/22 4:30pm |
| Week 14 | **EXAM II – Chapters 4, 5, 6, 7, 11** | | |
| 4/25 | **Opens 4/27 8:00am** | | Exam Closes 4/29 4:30pm |
| Week 15 5/2 | **ORG. COMMUNICATION CASE STUDY PART 3 DUE AND FULL PROJECT DUE** | | Due 5/6 4:30pm |