

HOLLY PAYNE, Ph.D.
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OFFICE HOURS

By appointment via Zoom

REQUIRED MATERIALS

- Miller, K. (2015). *Organizational communication: Approaches and processes (7th Ed.)*.

REQUIRED SKILLS FOR ONLINE COURSE

- Ability to navigate Blackboard
- Ability to access audio lectures and PowerPoint slides
- Ability to navigate the Web (use a browser) and handle multiple open windows
- Ability to record and post videos on Flipgrid
- 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 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, email me at holly.payne@wku.edu explaining your situation.

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, viewing video, listening to lectures, and completing course assignments. You are required to have substantive participation.

If you have not attended class during the first three 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, activities, quizzes, and reflections 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** so that you will be able to perform well on the assessments.

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 writing 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 6th 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 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!

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.

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.

WKU'S POLICY ON SEXUAL MISCONDUCT /ASSAULT AND DISCRIMINATION/HARASSMENT

Western Kentucky University (WKU) is committed to supporting faculty, staff and students by upholding WKU's Title IX Sexual Misconduct/Assault Policy (#0.2070) at <https://wku.edu/eoo/documents/titleix/wkutitleixpolicyandgrievanceprocedure.pdf> and

Discrimination and Harassment Policy (#0.2040) at https://wku.edu/policies/hr_policies/2040_discrimination_harassment_policy.pdf.

Under these policies, discrimination, harassment and/or sexual misconduct based on sex/gender are prohibited. If you experience an incident of sex/gender-based discrimination, harassment and/or sexual misconduct, you are encouraged to report it to the Title IX Coordinator, Andrea Anderson, 270-745-5398 or Title IX Investigators, Michael Crowe, 270-745-5429 or Joshua Hayes, 270-745-5121.

Please note that while you may report an incident of sex/gender based discrimination, harassment and/or sexual misconduct to a faculty member, WKU faculty are "Responsible Employees" of the University and **MUST** report what you share to WKU's Title IX Coordinator or Title IX Investigator. If you would like to speak with someone who may be able to afford you confidentiality, you may contact WKU's Counseling and Testing Center at 270-745-3159.

GRADED ASSESSMENTS

TESTS

You will complete a pre-test, 10 chapter tests, and a comprehensive final exam. The chapter tests will cover the various theoretical approaches to communication and applied communication issues in organizations including recruitment, socialization, superior/subordinate communication, team management, and technology. Test questions will include material from lectures, readings, and/or assignments. The exam format may include multiple choice, true/false, short answer, and essay questions. Chapter tests are due by the end of the week(s) that they are assigned, so please check the schedule carefully. The final exam will be a multiple choice exam.

TWO-MINUTE RESPONSES & FLIPGRID DISCUSSION

Two-minute responses posted to Flipgrid will serve as one way that we will interact with each other throughout the course and will allow you to explore and apply course concepts and theories to your own personal experiences. For these assignments you will record a 2-minute Response to the posted prompt and then engage your classmates in discussion before the end of the week. Your classmates will listen to your recording and post feedback on Flipgrid. You must participate on the grid thoughtful analysis incorporating content from the appropriate chapters. 2-Minute Responses will be evaluated for professional delivery, use of time, and depth of analysis in applying course concepts.

ORGANIZATIONAL ANALYSIS PAPER

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." In order to keep the project from becoming too overwhelming (and to eliminate undue stress created by procrastination) the project is divided into two phases.

- Phase 1: Research Paper
- Phase 2: Organizational Analysis Paper
- Phase 3: Presentation of Findings (Poster Session)

POINT DISTRIBUTION

ASSIGNMENTS	WEIGHTING
CHAPTER TESTS (10)	30%
TWO MINUTE RESPONSES, PARTICIPATION on Flipgrid, and OTHER HOMEWORK ACTIVITIES (8+)	30%
ORGANIZATIONAL ANALYSIS PAPER	20%
FINAL EXAM	20%
TOTAL	100%

GRADING SCALE

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