Course Description

An in-depth study of the communication process as it pertains to modern organizations. Topics include communication responsibilities of managers, strategies involved in the communication process, methods of verbal and nonverbal communication in organizations, intercultural and international factors in the communication process, and conflict management.

Course Textbook


Course Learning Outcomes

Upon completion of this course, students should be able to:

1. Analyze the role of communication in the management function.
2. Explain your personal definition and perspective of communication.
3. Illustrate various barriers to effective organizational communication.
4. Explain why ethics in communication are important.
5. Explain the characteristics of effective writing, listening, and feedback.
6. Demonstrate how to productively manage conflict situations.
7. Illustrate the characteristics that make for a productive meeting.
8. Explain the role of culture in the communication process.
9. Explain how the design and implementation of technology has influenced communication in the workplace.
10. Explain the future of workplace communication.

Credits

Upon completion of this course, the students will earn three (3) hours of college credit.

Course Structure

1. **Unit Power Point Presentation**: These summarize key issues in the assigned chapters and are supplemented with additional readings or Internet sources to provide broader subject matter application and professional relevance.
2. **Lesson Guide Review Activities**: Non-graded details are available in each course unit. Although these are non-graded assignments, practicing these activities will help you to master the topics covered, and therefore will help you to be better prepared for the Unit Assessment.
3. **Reading Assignments**: These include approximately 1-4 textbook chapters in each course unit. PDF files of the assigned chapters are also linked within each reading assignment.
4. **Discussion Boards**: Discussion Boards are a part of all CSU term courses. Information and specifications regarding these assignments are provided in the Academic Policies listed in the Course Menu bar.
5. **Unit Assessments**: Students are required to take unit assessments at the completion of each unit.
6. **Ask the Professor**: This communication forum provides you with an opportunity to ask your professor general or course content related questions.
7. **Student Break Room**: This communication forum allows for casual conversation with your classmates.
CSU Online Library

There is a virtual library with resources, including both journals and ebooks, to support your program and your course at Columbia Southern University. eResources are accessible 24 hours a day/7 days a week from the CSU Online Library gateway page. To access the library, log into myCSU, and then click on CSU Online Library. Resources are organized in the library by title, but if you click on Research Guides, you will find eResources arranged by subject.

The Library Reference service is available 7 days a week; you can reach CSU’s virtual librarians by e-mailing thevirtuallibrarian@columbiasouthern.edu. These professional librarians will be glad to help you develop your research plan or to assist you in any way in finding relevant, appropriate, and timely information.

Librarian responses may occur within minutes or hours, but it will never take more than 24 hours for a librarian to send a response to the e-mail address you have provided. Replies to reference requests may include customized keyword search strategies, links to videos, research guides, screen captures, attachments, a phone call, live screen sharing, meeting room appointments, and other forms of instruction.

APA Guidelines

CSU requires that students use APA style for papers and projects. Therefore, the APA rules for formatting, quoting, paraphrasing, citing, and listing of sources are to be followed. Students can find CSU’s Citation Guide in the myCSU Student Portal by clicking on the “Citation Resources” link in the “Learning Resources” area of the myCSU Student Portal. This document includes examples and sample papers and provides information on how to contact the CSU Success Center.

CSU Grading Rubrics for Papers/Projects, Discussion Boards, and Assessments

The Learning Resource area of the myCSU Student Portal provides the rubrics, and information on how to use them, for Discussion Boards, written response questions in Unit Assessments, and Research Papers/Projects.

The course writing assignments will be graded based on the CSU Grading Rubric for all types of writing assignments, unless otherwise specified within assignment instructions. In addition, all papers will be submitted for electronic evaluation to rule out plagiarism. Course projects will contain project specific grading criteria defined in the project directions.

To view the rubrics, click the Academic Policies link on the Course Menu, or access it through the CSU Grading Rubric link found in the Learning Resources area of the myCSU Student Portal.

Communication Forums

These are non-graded discussion forums that allow you to communicate with your professor and other students. Participation in these discussion forums is encouraged, but not required. You can access these forums with the buttons in the Course Menu. Instructions for subscribing/unsubscribing to these forums are provided below.

Click here for instructions on how to subscribe/unsubscribe and post to the Communication Forums.

Ask the Professor

This communication forum provides you with an opportunity to ask your professor general or course content questions. Questions may focus on Blackboard locations of online course components, textbook or course content elaboration, additional guidance on assessment requirements, or general advice from other students.

Questions that are specific in nature, such as inquiries regarding assessment/assignment grades or personal accommodation requests, are NOT to be posted on this forum. If you have questions, comments, or concerns of a non-public nature, please feel free to email your professor. Responses to your post will be addressed or emailed by the professor within 48 hours.

Before posting, please ensure that you have read all relevant course documentation, including the syllabus, assessment/assignment instructions, faculty feedback, and other important information.
Student Break Room

This communication forum allows for casual conversation with your classmates. Communication on this forum should always maintain a standard of appropriateness and respect for your fellow classmates. This forum should NOT be used to share assessment answers.

Grading

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Discussion Board (8 @ 2%)</td>
<td>16%</td>
</tr>
<tr>
<td>Unit Assessments (8 @ 10.5%)</td>
<td>84%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
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Course Schedule/Checklist (PLEASE PRINT)

The following pages contain a printable Course Schedule to assist you through this course. By following this schedule, you will be assured that you will complete the course within the time allotted.
By following this schedule, you will be assured that you will complete the course within the time allotted. Please keep this schedule for reference as you progress through your course.

<table>
<thead>
<tr>
<th>Unit I</th>
<th>Introduction and Overview</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review:</td>
<td>☐ Unit Lesson Guide</td>
</tr>
</tbody>
</table>
| Read: | ☐ Chapter 1: Communication in the Workplace  
☐ Chapter 2: Adaptation and the Selection of Words |
| Discuss: | ☐ Discussion Board Response: Submit your response to the Discussion Board question by Saturday, Midnight (Central Time) |
| Submit: | ☐ Assessment by Tuesday, Midnight (Central Time) |

Notes/Goals:

<table>
<thead>
<tr>
<th>Unit II</th>
<th>Fundamentals of Business Writing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review:</td>
<td>☐ Unit Lesson Guide</td>
</tr>
</tbody>
</table>
| Read: | ☐ Chapter 3: Construction of Clear Sentences and Paragraphs  
☐ Chapter 4: Writing for Effect |
| Discuss: | ☐ Discussion Board Response: Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)  
☐ Discussion Board Comment: Comment on another student’s Discussion Board response by Tuesday, Midnight (Central Time) |
| Submit: | ☐ Assessment by Tuesday, Midnight (Central Time) |

Notes/Goals:

<table>
<thead>
<tr>
<th>Unit III</th>
<th>Basic Patterns of Business Messages I</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review:</td>
<td>☐ Unit Lesson Guide</td>
</tr>
</tbody>
</table>
| Read: | ☐ Chapter 5: The Writing Process and an Introduction to Business Messages  
☐ Chapter 6: Directness in Good-News and Neutral Messages |
| Discuss: | ☐ Discussion Board Response: Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)  
☐ Discussion Board Comment: Comment on another student’s Discussion Board response by Tuesday, Midnight (Central Time) |
| Submit: | ☐ Assessment by Tuesday, Midnight (Central Time) |

Notes/Goals:
### Unit IV: Basic Patterns of Business Messages II

**Review:**
- ✗ Unit Lesson Guide

**Read:**
- ✗ Chapter 7: Indirectness in Bad-News Messages
- ✗ Chapter 8: Indirectness in Persuasive Messages

**Discuss:**
- ✗ **Discussion Board Response:** Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)
- ✗ **Discussion Board Comment:** Comment on another student’s Discussion Board response by Tuesday, Midnight (Central Time)

**Submit:**
- ✗ **Assessment** by Tuesday, Midnight (Central Time)

**Notes/Goals:**

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### Unit V: Fundamentals of Report Writing I

**Review:**
- ✗ Unit Lesson Guide

**Read:**
- ✗ Chapter 10: Basics of Report Writing
- ✗ Chapter 11: Short Reports and Proposals

**Discuss:**
- ✗ **Discussion Board Response:** Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)
- ✗ **Discussion Board Comment:** Comment on another student’s Discussion Board response by Tuesday, Midnight (Central Time)

**Submit:**
- ✗ **Assessment** by Tuesday, Midnight (Central Time)

**Notes/Goals:**

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### Unit VI: Fundamentals of Report Writing II

**Review:**
- ✗ Unit Lesson Guide

**Read:**
- ✗ Chapter 12: Long, Formal Reports
- ✗ Chapter 13: Graphics

**Discuss:**
- ✗ **Discussion Board Response:** Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)
- ✗ **Discussion Board Comment:** Comment on another student’s Discussion Board response by Tuesday, Midnight (Central Time)

**Submit:**
- ✗ **Assessment** by Tuesday, Midnight (Central Time)

**Notes/Goals:**
### Unit VII: Other Forms of Business Communication

**Review:**
- Unit Lesson Guide

**Read:**
- Chapter 14: Informal Oral Communication
- Chapter 15: Public Speaking and Oral Reporting

**Discuss:**
- Discussion Board Response: Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)
- Discussion Board Comment: Comment on another student's Discussion Board response by Tuesday, Midnight (Central Time)

**Submit:**
- Assessment by Tuesday, Midnight (Central Time)

### Unit VIII: Cross-Cultural Communication & Correctness

**Review:**
- Unit Lesson Guide

**Read:**
- Chapter 16: Techniques of Cross-Cultural Communication
- Chapter 17: Correctness of Communication

**Discuss:**
- Discussion Board Response: Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)
- Discussion Board Comment: Comment on another student's Discussion Board response by Tuesday, Midnight (Central Time)

**Submit:**
- Assessment by Tuesday, Midnight (Central Time)

**Notes/Goals:**