

Syllabus for
COM 300--Organizational Communication
3 Credit Hours
Fall 1999

I. COURSE DESCRIPTION

Theory and practice are combined to contribute to organizational communication skills and understanding in the following areas: theories, assumptions, and processes; roles, relationships, and responsibilities; as well as skills and applications of organizational communication. Attention is directed toward the organizational analysis of an organization of the student's choice. This course also focuses on the understanding and completion of a communication needs assessment with an organization in the Tulsa area.

II. COURSE GOALS

This course attempts to give definition to the study of organizational communication.

III. COURSE OBJECTIVES

At the completion of this course, students should be able to do the following:

- A. demonstrate understanding of organizational communication as a competency-based approach
- B. explain the frameworks for understanding organizational communication
- C. define the theoretical perspectives for organizational communication
- D. explain the communication implications of major organizational theories
- E. explain the motivational theories of organizations
- F. explain the roles groups play in organizations
- G. demonstrate effective communication needed in organizational conflict
- H. explain leadership and management communication
- I. demonstrate an understanding of decision-making and problem solving within organizations

IV. TEXTBOOKS

A. Required Textbooks

Shorkley-Zalabak, Pamela (1999). Fundamentals of organizational communication: Knowledge, sensitivity, skills values. New York: Longman Publishers.

Weisbord, Marvin R. (1982). Diagnosing your organization. Clark: Block Petrella Weisbord

B. Other Materials

One 3-ring notebook with pockets in front and back

V. COURSE PROCEDURES

A. Course Prerequisite—COM 101 or consent of instructor

B. Evaluation Procedure

1.	Course assignment and grading	% of Class Grade
	Quizzes & Homework The student will take quizzes at the end of every chapter. Quiz grades will also be given for homework assigned for each chapter (a “definition” outline will be expected for each chapter). The student will be allowed to drop his or her two lowest quiz and homework grades before his or her grade is averaged.	30%
2.	Midterm & Final Exams	20%
	Response Papers Throughout the semester the student will write response papers on various topics covered in the text and class. These papers will range in length from two to three pages. The grades on these papers will be averaged to determine the “response paper” grade.	15%
3.	Organizational Analysis Paper The student will work with an organization of his/her choice. After completing an interview(s), the student will write a 15 - 25 page paper analyzing the organization on the following elements: environment, climate/culture, purposes, structure, relationships, leadership, rewards, and helpful mechanisms. The student will assess the strengths and weaknesses of this organization and give recommendations for improvement.	20%
4.	Group Project Groups will choose topics containing organizational communication problems, work together to find solutions to these problems, and will present these solutions to the entire class. The team presentations (approximately 30 minutes per team) will be evaluated in terms of how much value they add to the class.	10%
5.	Class Participation This is a critical part of this course. The student will be expected to participate regularly. The quality as well as the quantity of contributions made will be evaluated. The student will have ample opportunity to contribute through class discussion, experiential exercises, and cases.	5%

C. University Policies

1. “Consistent with Section 504 of The Rehabilitation Act of 1973, and the Americans With Disabilities Act, ORU ensures that no “qualified individual” will be denied reasonable accommodation in the form of modification of policies, practices and/or procedures.” Students with disabilities who wish to access services should contact their professor(s) and the Office of Disability Services at Ext. 7355 to initiate the process.
2. Students and faculty at Oral Roberts University adhere to all laws addressing the ethical use of others’ materials, whether it be in the form of print, video, multimedia, or computer software.
3. Students taking a late exam because of an unauthorized absence will be charged a late exam fee.

D. Other Information

1. Instructor Information

Instructor:	Wendy Shirk	Office Hours:	M	2:20-2:50pm
			T	9:15-11:15am
			W	2:20-2:50pm
			Th	9:15-11:15am
			Or, by appointment	

E-Mail: wendyshirk@juno.com Meeting Time: T, Th 8:00-9:15am

Office: 2B29 Phone: 495-6863

VI. ATTENDANCE POLICY

A. Class Attendance

1. Attendance at each class or laboratory is mandatory at Oral Roberts University.
2. A student missing class due to illness must take an unexcused absence. Extended illnesses will be handled on an individual basis and will require a doctor’s excuse.

B. Double cuts will be assessed for absences immediately preceding or following holidays or mid-semester breaks.

C. Excessive absences can reduce a student’s grade or deny credit for the course.

Understanding that there are sometimes unavoidable circumstances that prevent perfect attendance, each student will be allowed to miss class the number of hours the class meets per week. This allowance is for illness, personal business, and personal emergency. This student may consider these allowed absences as “personal days” or “sick leave” days. If a student has absences in excess of this number, the earned grade for the course will be reduced one letter grade for each hour’s absence above those allowed.

D. Administratively Excused Absences

Students who must miss class for University sponsored activities must follow these procedures:

1. Inform the professor before the event.

2. Arrange to complete missed work within one week
 3. Not commit to class performance (oral reports, speeches, television taping, group presentations, etc.) on a date the student will be gone. Makeup work will not be permitted if the student voluntarily commits to a performance on the date of an administratively excused absence.
 4. Present an excuse, signed by the Dean of Arts and Sciences, the class session the student returns.
- E. Tardies are an inconvenience to the other class members and the professor, and they prevent the late student from obtaining maximum value from the class. Therefore, tardies are calculated in the attendance provision for this course. Three tardies will equal one absence and will be included in the absences when determining the course grade. It is to the student's advantage to make sure that the professor is informed immediately following the close of the class that the student "joined it late" so that the absence is changed to a tardy. It is not the professor's responsibility to stop the class to mark the student late; the student is the one responsible to convey that information following that class. Students' do not expect to be credible the following class session concerning a late arrival on a previous day.
- F. Late Work
The student is responsible for obtaining class assignments and material covered during an absence. All work must be completed as scheduled. An absence is not an excuse for turning in late work or for being unprepared with assignments for the class following the absence. If late work is accepted, a substantial penalty will be assessed.

VII. COURSE CALENDAR

Week 1	Aug. 19	Introduce Course
Week 2	Aug. 24 Aug. 26	Chapter 1 (Org. Comm.: A Competency-Based Approach) Chapter 2 (Frameworks For Organizational Comm.)
Week 3	Aug. 31 Sept. 2	Position Paper 1 due; Chapter 3 (Theoretical Perspectives)
Week 4	Sept. 7 Sept. 9	Weisbord/Organizational Analysis Assigned
Week 5	Sept. 14 Sept. 16	Chapter 4 (Major Organizational Theories)
Week 6	Sept. 21 Sept. 23	Position Paper 2 due
Week 7	Sept. 28 Sept. 30	Chapter 5 (Individuals in Organizations)
Week 8	Oct. 5 Oct. 7	Review for Midterm Midterm over chapters 1 - 5

Week 9	Oct. 12 Oct. 14	Chapter 6 (Groups in Organizations)
		FALL BREAK
Week 10	Oct. 26 Oct. 28	Part of Chapter 7 (Organizational Conflict) OA Status Report due
Week 11	Nov. 2 Nov. 4	Conflict Workshop Conflict Workshop, Part of Chapter 8 (Leadership)
Week 12	Nov. 9 Nov. 11	Part of Chapter 9 (Decision Making And Problem Solving) Position Paper 3 due
Week 13	Nov. 16 Nov. 18	“Dewey Day”
Week 14	Nov. 23 Nov. 25	Group Presentations Organizational Analysis due OFF FOR THANKSGIVING!!
Week 15	Nov. 30 Dec. 2	Group Presentations
Week 16	Dec. 7 Dec. 9	Group Presentations

Final Exam Will Be Given Between December 13th and December 17th According To Schedule.
(Final Exam Will Cover Chapters 6 - 9 & Any Other Supplemental Material Covered)

VIII. ASSESSMENT SUMMARY

Wendy Shirk

Name of Instructor

COM 300

Course No.

Organizational Communication

Title of Course

Communication Arts

Name of Department

MISSION

The Lifestyle at ORU is rooted in the word "Wholeness." ORU seeks to educate the whole person, with balanced emphasis placed on the development of the mind, spirit, and body.

GENERAL OUTCOMES

1. Spiritual Development
2. Physical Development
3. Communication
4. Analysis
5. Problem Solving
6. Valuing in Decision-making
7. Social Interaction
8. Global Perspectives
9. Effective Citizenship
10. Aesthetic Responsiveness

MAJOR OUTCOMES

Foster a communication perspective on management/administration in a logical, ethical form.

Develop skills necessary to identify, research, analyze, and develop solutions to cope with interpersonal behaviors in organizations and how culture affects this.

Present information on management/administration practices in relation to organizational outcomes.

Examine past and present trends in organization and judge the effectiveness of each.

COURSE OUTCOMES

Describe how organizational variables affect communication patterns.

Apply concepts-skills of communication that may be useful in improving organizational effectiveness.

Name and describe the basic principles of both organizational theory and communication theory.

Identify and describe the key variables and purposes of dyadic small group and public organizational communication.

Identification, design, and conceptualization of organizational communication research methods.

Identifying major objectives, techniques, and relationships of organizational communication training & consulting: diagnosing strengths & weaknesses; making recommendation

ASSESSMENT OF COURSE GOALS

Stimuli:

Quizzes
Midterm
Final
Project needs assessment papers

Criteria:

Interviews
Group presentations

