

CSCI 2100 Fall 2023

Workplace Communications

Instructor Information

Instructor:	Mr. Michael Goudreault	Office:	CS 307
E-mail:	michaelg@dal.ca	Office Hours:	R 14:30-16:00
Class Meeting Time:	TF 14:35-15:55	Class location:	Rowe 1028
Teaching Assistants:	Elizabeth Mackay Taylor Johnston Lymish Kalapala	Jayasree Barla Hardee Garla Dhruv Patel	Kavan Patel Om Anand
Tutorial Times:	M 10:35; W 8:35, 11:35, 17:35; R 8:35; F 10:05		

Course Description

This course helps students communicate effectively and with confidence in various workplace settings. Students learn to understand their audience and to deliver accurate, effective messages. Written assignments and oral presentations allow for developing these skills through practice.

Learning Outcomes

By successfully completing this course, you will demonstrate your ability to:

- create technical and workplace documents that are of a high professional standard.
- give an oral presentation that is clear and persuasive.
- communicate effectively in a professional setting.

To achieve these learning outcomes, you will show that you:

- know the format and proper construction of routine business correspondence, research papers, technical reports, project proposals, and job application packages.
- can summarize longer reports and papers.
- can edit your documents for clarity and brevity.
- can apply graphic design principles to your documents.
- work effectively in small groups to write formal and prepare reports and create oral presentations.
- understand the importance of voice, body language, and message in a presentation.
- can create professional-quality visuals and handouts to accompany a presentation.

Course Rationale

Working with others requires communicating with others: in teams, in industry, and in the global marketplace. Many writing, speaking, and interpersonal skills used in workplaces differ from how we write, talk, or interact in everyday life. Acquiring and using workplace communication skills makes the difference between having something to say and being heard.

Important Dates

Add/Drop Deadline: September 19, 2023

National Day for Truth and Reconciliation (no tutorial): October 2, 2023

Final Withdrawal Date without academic penalty: October 4, 2023

Thanksgiving Day (no tutorial): October 9, 2023

Midterm Exam: October 13, 2023

Final Withdrawal Date with financial penalty: November 2, 2023

Fall Study Break (no classes): November 13-17, 2023

Last class of term: December 1, 2023

Deadlines: Please see the table in the assignment section

Final Exam: TBA in the December exam period – December 8-19, 2023

Course logistics

Attendance

- This course is **in-person**. Students are expected to attend class and tutorials.

Readings

- The required textbook for the course is:
 - T. Ewald, *Writing in the Technical Fields: A Practical Guide*, 3rd ed. Don Mills, ON: Oxford University Press, 2020.
- Additional readings will be posted in Brightspace in PDF form. The readings are provided for your personal use and may not be further distributed.

Teamwork

- You will be collaborating with a team of peers for the duration of the course. The groups will be assigned by the course instructor and each group will be provided with a private workspace on MS Teams.

Accessing course materials

- Course resources are shared on two online spaces: *Brightspace* and *MS Teams*.
 - **Brightspace** hosts lecture materials, assignments, grades, and readings.
 - **MS Teams** hosts course updates, private team spaces, and the course Q & A.

Tutorials

- Tutorial attendance is mandatory. Each tutorial will include an activity related to the course content and students will be graded for their participation throughout the session.
 - Tutorials frequently require groupwork so **you may only attend the assigned tutorial slot** (as shown on DalOnline)

Policies

Passing the course

- **Passing the Faculty of Computer Science Academic Integrity course is required. Failure to complete the course with a grade of 50% or higher will result in your CSCI2100 course grade being capped at C-.**
- A **minimum C grade is required** to pass this course.
- To pass the course, the aggregate grade in the exam section **and** the assignment section must both be >50%.
- The grade conversion scale in Section 17.1 of the Academic Regulations is used.
- All end-of-term grades are final.

Submitting assignments

- Assignments are due at **11:59pm**.
- There is a 31-minute grace period after the due date, after which the assignment will not be graded and a mark of 0%/F will be assigned.
- Only the most recent submission will be graded and the submission time of the last submission will be final.
- Assignments are filtered through similarity detection software and may be withheld for further review by the instructor. Assignments referred to a Faculty Academic Integrity Officer (FAIO) will have the grade withheld until a decision is reached.

Extensions and accommodations

- Extensions and accommodations can only be arranged *prior* to the assignment or exam deadline. After the deadline no accommodations will be provided.
- There are two methods to obtain an extension:
 - Academic support office: The office will arrange an advising appointment to determine appropriate accommodations. Please arrange this early in the term.
 - Student Declaration of Absence (SDA): **Steps to submit an SDA:**
 - SDA form must be submitted on Brightspace **prior** to the deadline. This will automatically grant you a 72-hour extension. **SDAs may not be used for team assignments.**
 - You are not required to message the instructor – your submission of the form will be taken as agreement.
 - A maximum of 2 may be used in the term, only one SDA per assignment.
 - SDAs may be used for one individual presentation or midterm and will be applied differently:
 - SDAs used for the midterm will shift the weight of the midterm to the final exam.
 - SDAs used for one individual presentation will shift the weight to the second individual presentation.

Regrades

- Assignment regrades may be requested if you believe the grade is incorrect.
- Regrades are a complete reassessment, the grade may increase, decrease, or remain.
- Regrades must be submitted to michaelg@dal.ca within 10 days of the mark being published and must include the subject line: CSCI5100 Regrade Request.
- Regrades are completed at the end of term in the order they were received.

Academic integrity

Failure to properly attribute sources in your work will be treated as academic standards issue and points may be deducted for not following citation requirements. For example, forgetting to quote text taken from other sources, failure to include in-text citations, or a failure to include required information in the citations or references. Please see the resources on proper citation provided by the Dalhousie Writing Center (<https://dal.ca.libguides.com/c.php?g=257176&p=5001261>). All references should follow the IEEE style.

Please note that if it appears that the error was made with intent to claim other people's work as your own such as a lack of both citations and references, an allegation of plagiarism will be submitted to the Faculty Academic Integrity Officer, which could result in consequences such as a course failure.

This policy applies to all items listed in the evaluation criteria below.

Evaluation Criteria

Assignments (50%)

- The course has a mixture of team, spoken, and written assignments. Please see **Table 1** for due dates, weighting and descriptions.
- Assignment instructions and details will be released at least 7 days prior to the assignment.

Table 1. Overview of assignments, categorized as Team, Spoken, and Written.

Name	Description	Due Date (w/c)	Weight
T1	Team charter	Sep 24	2.5%
T2	Topic selection	Oct 1	2.5%
W1	Draft report	Oct 15	5%
S1	Individual presentation 1	In tutorial – Date TBC	3%
S1	Individual presentation 2	In tutorial – Date TBC	7%
T3.1	Presenting as a team	Date TBC – after Oct 16	7.5%
T3.2	Presenting as team member	Date TBC – after Oct 16	7.5%
W2	Final report	Nov 26 Dec 3	40% 15%
W3	Application reflection	Dec 3	5%

Midterm (10%)

- The exam will take place in-class on October 13, 2023.
- The exam is closed book, completed on paper, and will cover all materials from the first half of the course.

Final Exam (30%)

- The exam will be scheduled during the final exam period in December.
- The exam is closed book, completed on paper, and will cover all content from the course.

Tutorials (10%)

- Tutorial participation is mandatory. Tutorials start in week 2.
- The format and content of tutorials will change each week. TAs will mark participation and attendance. **You must arrive within the first 20 minutes of the tutorial to be marked as present.**

Table 2. Tutorial sessions and assignments

Week	Tutorial	Submission	Weight
2	Interpersonal Communications	Brightspace submission	1%
3	Technical Communications	In-person activity	1.5%
4-5	Individual presentation 1	See Table 1	
6-7	Individual presentation 2	See Table 1	
8	Referencing	In-person activity	1.5%
9	Illustrations and Instructions	In-person activity	1.5%
10	Building an application	Brightspace submission	3%
11	Application Reflection Final Report	See Table 1	
12	Networking	In-person activity	1.5%

Tentative List of Topics

Table 3. Tentative list of topics by week.

Week	Module		Date	Format
1	Introduction to communications	1	2023-09-05	Introduction to communications
		2	2023-09-08	Communication Theory
2	Technical English	3	2023-09-12	Technical English
		Tut-1	See timetable	Interpersonal Communications
		4	2023-09-15	Speaking in public
3	Collaboration	5	2023-09-19	Effective collaboration
		Tut-2	See timetable	Technical English
		6	2023-09-22	Business documents
4	Reports	7	2023-09-26	Report writing
		Tut-3	See timetable	Individual Presentation 1
		8	2023-09-29	Formatting and design
5	Design	9	2023-10-03	Presenting as a team
		Tut-4	See timetable	Individual Presentation 1
		10	2023-10-06	Trust & Research
6	Team Presentations	11	2023-10-10	Simplicity
		Tut-5	See timetable	Individual Presentation 2
		12	2023-10-13	MIDTERM
7	Summaries	13	2023-10-17	Group presentations & summaries
		Tut-6	See timetable	Individual Presentation 2
		14	2023-10-20	Group presentations & illustrations
8	Editing	15	2023-10-24	Group presentations & editing
		Tut-7	See timetable	Referencing
		16	2023-10-27	Group presentations & tickets
9	Interpersonal Communications	17	2023-10-31	Group presentations & intercultural communication
		Tut-8	See timetable	Illustrations and Instructions
		18	2023-11-03	Group presentations & delivering bad news
10	Correspondence and Interviews	19	2023-11-07	Group presentations & applications
		Tut-9	See timetable	Building a job application
		20	2023-11-10	Group presentations & interviews
11	Ethics in communication	21	2023-11-21	Group presentations & ethics
		Tut-10	See timetable	Choosing a job candidate
		22	2023-11-24	Group presentations & misleading visuals
12	Networking	23	2023-11-28	Building your professional network
		Tut-11	See timetable	Networking
		24	2023-12-01	Review

Responsible Computing Policy

Usage of all computing resources in the Faculty of Computer Science must be within the Dalhousie Acceptable Use Policies (https://www.dal.ca/dept/university_secretariat/policies/information-management-and-technology/acceptable-use-policy-.html) and the Faculty of Computer Science Responsible Computing Policy. For more information please see https://www.dal.ca/content/dam/dalhousie/pdf/faculty/computerscience/policies-procedures/fcs_policy_local.pdf

Use of Plagiarism Detection Software

All submitted code may be passed through a plagiarism detection software, such as the plagiarism detector embedded in Codio, the Moss (<https://theory.stanford.edu/~aiken/moss/>) Software Similarity Detection System, or similar systems. If a student does not wish to have their assignments passed through plagiarism detection software, they should contact the instructor for an alternative. Please note, that code not passed through plagiarism detection software will necessarily receive closer scrutiny. https://cdn.dal.ca/content/dam/dalhousie/pdf/dept/university_secretariat/policy-repository/OriginalitySoftwarePolicy.pdf

Use of Artificial Intelligence Tools

You may use AI-driven tools to assist you in learning but remember that your objective is to understand, achieve, and apply the course competencies and outcomes. While you may use tools for learning, specific assessments in this course will disallow the use of AI-driven tools to assert that you have attained course learning outcomes. This is because a graduate must be able to analyze, assess and produce work unassisted by AI technology. Where tools are allowed: you must acknowledge all tools used to assist you. If applicable, you must provide links to chat logs. Using AI-driven tools where prohibited constitutes an academic offense.

Student Health and Wellness

Taking care of your health is important. As a Dalhousie student, you have access to a wide range of resources to support your health and wellbeing. Students looking to access physical or mental health & wellness services at Dalhousie can go to the Student Health & Wellness Centre in the LeMarchant Building. The team includes: registered nurses, doctors, counsellors and a social worker. Visit dal.ca/studenthealth to learn more and book an appointment today.

Students also have access to a variety of online mental health resources, including telephone/texting counselling and workshops/training programs. Learn more and access these resources at dal.ca/mentalhealth.

Culture of Respect¹

Every person has a right to respect and safety. We believe inclusiveness is fundamental to education and learning. Misogyny and other disrespectful behaviour in our classrooms, on our campus, on social media, and in our community is unacceptable. As a community, we must stand for equality and hold ourselves to a higher standard.

What we all need to do:

¹ Source: Speak Up! © 2005 Southern Poverty Law Center. First Printing. This publication was produced by Teaching Tolerance, a project of the Southern Poverty Law Center. Full "Speak Up" document found at: <http://www.dal.ca/dept/dalrespect.html>. Revised by Susan Holmes from a document provided April 2015 by Lyndsay Anderson, Manager, Student Dispute Resolution, Dalhousie University, 902.494.4140, lyndsay.anderson@dal.ca www.dal.ca/think.

1. **Be Ready to Act:** This starts with promising yourself to speak up to help prevent it from happening again. Whatever it takes, summon your courage to address the issue. Try to approach the issue with open-ended questions like “Why did you say that?” or “How did you develop that belief?”
2. **Identify the Behaviour:** Use reflective listening and avoid labeling, name-calling, or assigning blame to the person. Focus the conversation on the behaviour, not on the person. For example, “The comment you just made sounded racist, is that what you intended?” is a better approach than “You’re a racist if you make comments like that.”
3. **Appeal to Principles:** This can work well if the person is known to you, like a friend, sibling, or co-worker. For example, “I have always thought of you as a fair-minded person, so it shocks me when I hear you say something like that.”
4. **Set Limits:** You cannot control another person’s actions, but you can control what happens in your space. Do not be afraid to ask someone “Please do not tell racist jokes in my presence anymore” or state “This classroom is not a place where I allow homophobia to occur.” After you have set that expectation, make sure you consistently maintain it.
5. **Find or be an Ally:** Seek out like-minded people that support your views, and help support others in their challenges. Leading by example can be a powerful way to inspire others to do the same.
6. **Be Vigilant:** Change can happen slowly, but do not let this deter you. Stay prepared, keep speaking up, and do not let yourself be silenced.

University Statements

This course is governed by the academic rules and regulations set forth in the University Calendar and the Senate.
<https://academiccalendar.dal.ca/Catalog/ViewCatalog.aspx?pageid=viewcatalog&catalogid=117&loaduseredits=False>

Territorial Acknowledgement

Dalhousie University is located in Mi’kma’ki, the ancestral and unceded territory of the Mi’kmaq. We are all Treaty people.

Dalhousie acknowledges the histories, contributions, and legacies of the African Nova Scotia people and communities who have been here for over 400 years.

Internationalization

At Dalhousie, ‘thinking and acting globally’ enhances the quality and impact of education, supporting learning that is “interdisciplinary, cross-cultural, global in reach, and orientated toward solving problems that extend across national borders.” <https://www.dal.ca/about-dal/internationalization.html>

Academic Integrity

At Dalhousie University, we are guided in all of our work by the values of academic integrity: honesty, trust, fairness, responsibility and respect. As a student, you are required to demonstrate these values in all of the work you do. The University provides policies and procedures that every member of the university community is required to follow to ensure academic integrity. (read more: http://www.dal.ca/dept/university_secretariat/academic-integrity.html)

Accessibility

The Student Accessibility Centre is Dalhousie’s centre of expertise for matters related to student accessibility and accommodation. If there are aspects of the design, instruction, and/or experiences within this course (online or in-person) that result in barriers to your inclusion please contact: https://www.dal.ca/campus_life/academic-support/accessibility.html for all courses offered by Dalhousie with the exception of Truro.

Conduct in the Classroom — Culture of Respect

Substantial and constructive dialogue on challenging issues is an important part of academic inquiry and exchange. It requires willingness to listen and tolerance of opposing points of view. Consideration of individual differences and alternative viewpoints is required of all class members, towards each other, towards instructors, and towards guest speakers. While expressions of differing perspectives are welcome and encouraged, the words and language used should remain within acceptable bounds of civility and respect.

Diversity and Inclusion — Culture of Respect

Every person at Dalhousie has a right to be respected and safe. We believe inclusiveness is fundamental to education. We stand for equality. Dalhousie is strengthened in our diversity. We are a respectful and inclusive community. We are committed to being a place where everyone feels welcome and supported, which is why our Strategic Direction prioritizes fostering a culture of diversity and inclusiveness (Strategic Priority 5.2). (read more: <http://www.dal.ca/cultureofrespect.html>)

Student Code of Conduct

Everyone at Dalhousie is expected to treat others with dignity and respect. The Code of Student Conduct allows Dalhousie to take disciplinary action if students don't follow this community expectation. When appropriate, violations of the code can be resolved in a reasonable and informal manner—perhaps through a restorative justice process. If an informal resolution can't be reached, or would be inappropriate, procedures exist for formal dispute resolution. (read more: https://cdn.dal.ca/content/dam/dalhousie/pdf/dept/university_secretariat/policy-repository/Code%20of%20Student%20Conduct%20rev%20Sept%202021.pdf)

Fair Dealing Policy

The Dalhousie University Fair Dealing Policy provides guidance for the limited use of copyright protected material without the risk of infringement and without having to seek the permission of copyright owners. It is intended to provide a balance between the rights of creators and the rights of users at Dalhousie. (read more: https://www.dal.ca/dept/university_secretariat/policies/academic/fair-dealing-policy-.html)

Originality Checking Software

The course instructor may use Dalhousie's approved originality checking software and Google to check the originality of any work submitted for credit, in accordance with the Student Submission of Assignments and Use of Originality Checking Software Policy. Students are free, without penalty of grade, to choose an alternative method of attesting to the authenticity of their work, and must inform the instructor no later than the last day to add/drop classes of their intent to choose an alternate method. (read more: https://cdn.dal.ca/content/dam/dalhousie/pdf/dept/university_secretariat/policy-repository/OriginalitySoftwarePolicy.pdf)

Student Use of Course Materials

These course materials are designed for use as part of the CSCI courses at Dalhousie University and are the property of the instructor unless otherwise stated. Third party copyrighted materials (such as books, journal articles, music, videos, etc.) have either been licensed for use in this course or fall under an exception or limitation in Canadian Copyright law. Copying this course material for distribution (e.g. uploading material to a commercial third party website) may lead to a violation of Copyright law.

Learning and Support Resources

Please see https://www.dal.ca/campus_life/academic-support.html