

Saint Louis Christian College
GSP205N ORGANIZATIONAL COMMUNICATIONS
Amy A. Gall
3 Credit Hours

Fall 2014

Course Prerequisites: none

Meeting Days

Thursdays, October 2 - 30; 6 – 10 p.m.

MISSION STATEMENT

Saint Louis Christian College pursues excellence in the Word and develops servant-leaders for urban, suburban, rural, and global ministry.

COURSE DESCRIPTION

An introduction to the concepts of effective oral and written communication to include functioning in small groups and organizational settings as well as interpersonal exchanges.

COURSE RATIONALE

“The changing nature of organizations and the ‘communications era’ are realities of our lives, which place increasing importance on our individual communication competencies. In this fast-paced environment, organizational excellence is directly related to effective communication from all members of the organization. In order to prepare for the communication responsibilities and opportunities of the future, individuals need to develop broad-based communication competency. The goal of this book [and this class] is to develop knowledge, sensitivity, skill and value competencies through an interaction of theory, practice and analysis.”

COURSE OBJECTIVES

Upon conclusion of this course, the learner should be able to:

1. Develop an understanding of what contributes to comprehensive communication competency and how we can understand “organizational communications.”
2. Define the interaction of personal, organizational, and professional ethics and values. Develop an understanding of the value components of communication competency, placing particular emphasis on how organizational values contribute to organizational culture and effectiveness.
3. Develop the sensitivity component of communication competency through individual, intrapersonal, interpersonal and small-group experiences.
4. Develop competency in the skills component identifying key applications and career options for organizational communication skills and making specific suggestions for skill development.

COURSE REQUIREMENTS

1. You are expected to remain attentive and proactive in the learning process.
2. These expectations include: Classroom Attendance; Classroom Participation; Class Projects; Individual Projects; Required Readings; Tests, Quizzes or Examination procedures.
3. Please refer to Course Schedule for assignments, quizzes, tests, speeches and assigned reading.
4. Exams will be given and will include a variety of questions (i.e. True/False, Multiple-Choice, Fill-in-the-Blank, Essay and Short Answer). Exams will cover the chapters indicated for each exam. Make-up exams will only be given if arrangements are made prior to the night of the exam.

5. Written assignments are to be typed in no less than 12 pt. Font and follow MLA style. The assignments should include your name, course name and number, and mailbox number. Assignments will be returned to you via campus mail. Assignments not typed and in proper format will only receive half credit.
6. Course grading will be as described in the Course Evaluation section of this syllabus.
7. Questions due for class as indicated by dates. Assignments can be submitted at the start of class or prior to class via e-mail at agall@slcconline.edu Late assignments will be deducted 5 pts each day.
8. In each chapter, please be sure to read the "case" study; exercises or application sections; these will be beneficial to helping you understand and apply the material covered in class and on your own.

COURSE ASSESSMENT (EVALUATION)

1. Attendance and participation will count 10 points each week class meets.
2. Chapter questions will count 5 points per question.
3. Additional assignments will be graded as per the syllabus and grading system.
4. Please see below the grading system that will be used for this class.

Student's Record of Grades

Discussion Questions

Each Question 5 pts

_____/205

Other required assignments

Self-Assessment of Personal Development Needs ____/25

Workshop #4 (pg. 24) ____/10

Values Appraisal Exercise ____/25

"I" Statements ____/15

Leadership Experiences ____/15

Leadership that Transforms ____/25

Workshop #1 (pg. 280) ____/10

Personal Profile of Conflict Predispositions, Strategies, and Tactics ____/25

Self Analysis for Career Planning ____/25

Workshop #4 (pg. 404) ____/10

Optional Assignments ____/0

Attendance/Participation

_____/50

Subtotal ____/440

GRADE TOTAL ____

COURSE INSTRUCTOR CONTACT INFORMATION

1. Meeting times by appointment only.
2. Amy A. Gall – contact at home: 636-922-0015 – calls taken from 9 a.m. – 7 p.m. or by e-mail: agall@slcconline.edu

COURSE SCHEDULE

Due for Week 1

Read Chapter 1: Organizational Communication: A Competency-Based Approach

Read Chapter 2: Theoretical Perspectives for Organizational Communication

Read Chapter 3: Communication Implications of Major Organizational Theories

Assignments:

- Complete Questions for Chapters 1 – 3 due (see next section of syllabus)
- Self Assessment of Personal Development Needs (pg 18 – 23) due. Include a personal objective statement for this class. 25 points
- Workshop #4 (pg. 24) – Identify all the organizations of which you are a member. Include SLCC. 10 points
- Read materials for Workshop #3 (pg. 97-99)
- Optional Assignment: Page 65 #3 (10 points)

In class activities: Class Introduction, Selected Workshops: Activity - #2, #5 (pg 24); Workshop #2: “Newcomers Aren’t Welcome Here” (pg 64); Workshop #3 (pg. 97); Discuss “I” Statements

Due for Week 2

Read Chapter 4: Organizational Communication: Values & Ethical Communication Behaviors

Read Chapter 5: Individuals in Organizations

Read Chapter 6: Groups in Organizations

Assignments:

- Complete Questions for Chapters 4 – 6 due
- Values Appraisal Exercise (pg. 134, 111) due – see directions on page 109 & 134 - 25 points
- Workshop #2 (pg. 130) – Write a statement describing the values of your ideal organization. Describe your organization’s ethical communication behaviors.
- Read Workshop #3 & #4 (pg. 130)
- Create 15 “I” statements based on pages 173-174. 15 points
- Optional Assignment: Workshop #3 (pg. 175); 10 points

In class activities: Selected Workshop Activities: Workshop #3 & #4 (pg. 130); Workshop #4 (pg. 175); Workshop #2 & #3 (pg. 205)

Due for Week 3

Read Chapter 7: Leadership & Management Communication

Read Chapter 8: Participating in Organizations: Developing Critical Organizational Communication Competencies

Assignments:

- Complete Questions for Chapters 7 & 8 due
- Complete Leadership Experiences (pg. 214 – 215). 20 points
- Read Leadership That Transforms (pg. 244 – 247). Write a 1 page minimum reflection on the text. 25 points.
- Complete Workshop #1 (pg. 279-280) by replying to the 5 e-mails. 10 points
- Complete Workshop #3a-z (pg. 279) 25 points
- Read “Dora Cartwright’s Leadership Dilemma” (pg. 420)

In class activities: Selected Workshop Activities: Workshop #2 (pg. 279); Leadership Dilemma (pg. 420); “I Thought” (pg. 423)

Due for Week 4

Read Chapter 9: Organizational Conflict: Communicating for Effectiveness

Read Chapter 10: Strategic Organizational Communication: Professional Applications of Organizational Communication

Read Chapter 11: Organizational Change and Communication

Assignments:

- Complete Questions for Chapters 9 – 11 due
- Complete Personal Profile of Conflict Predispositions, Strategies, and Tactics (pg. 293 – 294; 320); 25 points
- Complete Workshop #2 (pg. 346); 10 points
- Read Workshop #5: Communication about Risk & Crisis in the 21st Century (pg. 347 – 348) Be prepared to discuss questions on pg. 348.
- Read “Granite City’s Homeless Shelter: Doing More with Less” (pg. 414)
- Read “The Competitive Leak is More than a Crisis” (pg. 430)
- Optional Assignment: Complete Workshop #6 (pg. 347); 10 points

In class activities: Discuss “Who Moved My Cheese”; Selected Workshop Activities: Workshop #1 (pg. 319); Workshop #2 (pg. 346); Workshop #1 (pg. 376 – 377); Homeless Shelter (pg. 414); Competitive Leak (pg. 430); Tired and Stressed (pg. 422)

Due for Week 5

Chapter 12: Applications of Organizational Communication

Assignments:

- Complete Questions for Chapters 12 due
- Complete the Self Analysis for Career Planning (pg. 404 - 407)
- Complete Workshop #4 (pg. 404) Report your findings in one page or less.

DISCUSSION QUESTIONS (Due for class as listed)

Due for Week 1 (5 pts each)

1. How will you, as a “competent communicator” use each of the four components of competency (knowledge, sensitivity, skills and values) in your personal and professional life?
2. Think of a person you consider to be a “competent communicator” and describe how he or she demonstrates the four components of competency (knowledge, sensitivity, skills and values).
3. Describe an occasion when you observed the members of an organization using communication to create and shape an event.
4. Which of the three approaches (the Functional, the Meaning-Centered, or the Emerging Perspectives) to organizational communication do you think better describes organizations? Why?
5. Describe an organization you know well. Identify message functions and the structure of that organization. Describe the culture of that same organization.
6. What are the communication implications of the use of the Scientific Management Perspective in an organization?
7. What are the communication implications of the use of the Human Behavior Perspective in an organization?
8. What are the communication implications of the use of the Integrated Perspectives in an organization?

9. What are the communication implications of the use of the Postmodern, Critical and Feminist Theories in an organization?
10. Which of the Tips for Effective Communication would most help you improve your communication? Be sure to list it and explain why.

Due for Week 2 (5 pts each)

1. Describe an organization with which you are familiar and outline how that organization's values influence decision-making and problem-solving processes.
2. Describe an organization with which you are familiar and outline how individual, organizational and professional values have affected the organization's effectiveness.
3. What is ethical communication behavior?
4. If you were head of a large organization, what theory or approach to motivation would you use? Why? (Chapter 5)
5. Describe an occasion when your individual communication experience affected your sense of one of the following: organizational identification, work performance, trust, communication or job satisfaction.
6. Describe an occasion when either valuing diversity, active listening, verbal ownership or descriptive language contributed to organizational communication.
7. Describe your small-group experiences in an organization of which you have been a part.
8. If you were the head of a large organization, how would you decide the types of groups to form? Why?
9. Describe an example of when your participation in a group contributed to effectiveness; describe the more negative counterpart.
10. Describe examples of problems and successes in public groups.
11. Which of the Tips for Effective Communication would most help you improve your communication? Be sure to list it and explain why.

Due for Week 3 (5 pts each)

1. Of the four approaches to leadership (trait, style, situational or transformational), which, in your opinion, best describes leadership? Why?
2. Describe differences between leadership and management.
3. How is excellence in leadership related to: vision, meaning, trust, positive self-regard, and success orientation?
4. Describe a problem-solving situation that you have observed and apply one of the problem-solving processes to that situation.
5. How can improved fact-finding, and interaction process skills affect organizational excellence?
6. Discuss the importance of ethical behaviors for presentations.

7. Which of the Tips for Effective Communication would most help you improve your communication? Be sure to list it and explain why.

Due for Week 4 (5 pts each)

1. Describe a conflict event you have observed in an organization and identify the latent, perceived, felt, manifest and aftermath stages of that situation. How did that event effect the organizational climate (either supportive or defensive)?
2. Describe a conflict event you have observed in an organization, and identify the strategic objectives and communications tactics of the participants, and the influence of the objectives and tactics on the conflict event.
3. Describe the relationship between the development of competitive strategy and the communication functions of public relations and marketing. What are some communications activities public relations and marketing professionals might use to help carry out overall business strategy?
4. Give examples of ethical issues that a public relations or marketing professional might face. What possible behavior choices or solutions are available to the professional, and what are their implications?
5. Consider the importance of the organizational environment in the context of strategic organizational communication. Give an example of a professional communication responsibility or problem, and describe an approach or solution that utilizes two-way communication between the organization and its environment to improve the chances of a successful outcome.
6. Distinguish between the three models communication consultants work with in organizations: purchase, doctor-patient, and process. Which model(s) do you deem most valuable and why?
7. Explain why a communication strategy and then a communication plan are important during planned organizational change.
8. Consider your reactions to change. Does it differ when it is unexpected or when you have planned for the change? What makes the difference?
9. Describe a time when you were uncertain of a proposed change. What did you do to reduce uncertainty? How did you feel once you had more information? What are the implications for those planning organizational change?
10. Which of the Tips for Effective Communication would most help you improve your communication? Be sure to list it and explain why.

Due for Week 5 (5 pts each)

1. Are most individuals aware of the influences that impact their career decisions? How might awareness of such personal influences be enhanced/used?
2. Review the list of professional responsibilities of communication professionals from Chapter 12. How are these responsibilities affected by advances in technology and the rapidly changing and competitive business environment? What are the implications for careers in the 21st century?
3. Which of the Tips for Effective Communication would most help you improve your communication? Be sure to list it and explain why.

Optional Assignments

1. Developing Ethical Standards in Organizational Communications (pg. 126- 130) (5 points each)
2. Identification of Group Communication Roles (Workshop #4 pg. 205; 207) (10 points)
3. Interview an individual in a high-emotion labor job. (Workshop #2 pg. 320) (25 points)
4. Complete Workshop #3 (pg. 320) (25 points)

COURSE STUDENT LEARNING RESOURCES (BIBLIOGRAPHY)

Shockley-Zalabak, Pamela S. Fundamentals of Organizational Communication : Knowledge, Sensitivity, Skills, Values. 8th ed. Danbury: Allyn & Bacon, Incorporated, 2012.

COURSE POLICIES

1. Assignments are due as listed per the syllabus. Any special circumstances or missed assignments need to be brought to the instructor's attention prior to the day they are due or may not be accepted. Tests are to be taken as indicated per the syllabus, makeup tests may not be given.
2. *"If you have a diagnosed learning disability, please see the Director of The Hundred (Center for Student Success) to discuss strategies that would enhance your ability to learn. The professor cannot implement any special accommodations without authorization from The Hundred."*
3. *"Please understand that the Professor reserves the right to modify this course plan by changing topics, due dates, or even an assignment as long as it does not add to the students' work load."*