

Course Schedule:

Module	Weekly Objectives	Assignments
Module 1	- the importance of communication - the nature of communication - ethical dimensions of communication - face-to-face and electronic networks - the cultural aspects of communication - diversity and organizational culture and their effects on communication.	Reading Assignment – Chapters 1 and 2 Lecture Presentations: Lecture 1: Chapter 1 Communicating at Work Lecture 2: Chapter 2 Communication, Culture, and Work Writing Requirements: - APA format 1-2 pages in length (excluding cover page, abstract, and reference list) - Use the APA template located in the Course Information folder to complete the assignment. - A draft of the final deliverable will be submitted to SmartThinking for review, comments and editing. The students should allow for enough time to have the paper returned, and do final edits, before the due date. - After review, the final paper will be submitted to the faculty for grading. The faculty will use Turnitin.com for review against plagiarism. For Discussion: Do only ONE Discussion question. DQ#1: What kinds of social media tools do you have experience with? What do you see as the pros and cons of these tools for organizational use? Do you see e-mail and instant messaging replacing face-to-face communication in organizations? Why? Why not? DQ#2: Describe a situation from your own experience where misunderstandings occurred due to cultural, ethnic, generational, or language differences. How could the chances of these types of misunderstandings be reduced? What communication challenges do you foresee in our more diverse organizations?
Module 2	- Develop effective listening and apply it in a professional setting - Identify different listening styles and decide when to apply them - Develop understanding of the barriers to effective listening and the strategies to overcome them - Identify the roles of verbal and nonverbal language in the communication process - Define and give examples of eight types of nonverbal behaviors - Compare and contrast characteristically male and female speech - Develop understanding of when to use ambiguous or specific language	Reading Assignment – Chapter(s) # 3 and 4 Lecture Presentations: Lecture 1: Chapter 3 Listening Lecture 2: Chapter 4 Verbal and Nonverbal Messages Writing Requirements: - APA format 1-2 pages in length (excluding cover page, abstract, and reference list) - Use the APA template located in the Course Information folder to complete the assignment. - A draft of the final deliverable will be submitted to SmartThinking for review, comments and editing. The students should allow for enough time to have the paper returned, and do final edits, before the due date. - After review, the final paper will be submitted to the faculty for grading. The faculty will use Turnitin.com for review against plagiarism. For Discussion: Do only ONE Discussion question. DQ#3: Based on your experience, which barrier to effective listening causes the most confusion in an organizational setting? Illustrate with examples. DQ#4: Describe times and places when someone's use of jargon confused you. (For example, consider your experiences with auto

Module 3

- Demonstrate effective praise and constructive feedback
- Identify the various approaches to managing conflict
- Demonstrate negotiation of win-win solutions in the workplace
- Demonstrate knowledge of each stage of the interview process
- Demonstrate the uses and limitations of various types of interview questions
- Identify the ethical obligations of interviewers and interviewees

mechanics, medical or military personnel, pharmacies, electronics stores, or teachers.) How could the speaker have helped you understand better? Give very specific examples. Now think of a time when your use of jargon confused or created difficulty for someone else. How could you have helped your listener understand you better?

- **Reading Assignment** – Chapter(s) # 5 and 6
- **Lecture Presentations:**

Lecture 1: Chapter 5: Interpersonal Skills

Lecture 2: Chapter 6: Principles of Interviewing

Writing Requirements:

- APA format
- 1-2 pages in length (excluding cover page, abstract, and reference list)
- Use the APA template located in the Course Information folder to complete the assignment.
- A draft of the final deliverable will be submitted to SmartThinking for review, comments and editing. The students should allow for enough time to have the paper returned, and do final edits, before the due date.
- After review, the final paper will be submitted to the faculty for grading. The faculty will use Turnitin.com for review against plagiarism.

For Discussion: **Do only ONE Discussion question.**

DQ#5: Of all the conflict styles, which do you think has the potential to be the most damaging to a career? Why? How would you rank-order the styles from potentially the most to the least damaging? Explain.

DQ#6: Do you think it's necessary for all interviews to follow the three-stage pattern of opening, body, and closing? If so, why? If not, why not?

- Identify and demonstrate the steps to prepare for, participate in, and follow up after an employment interview
- Demonstrate understanding of the different types of employment interviews and how to prepare for each one

Midterm Exam

- **Reading Assignment** – Chapter(s) #7
- **Lecture Presentations:**

Midterm Exam

- Midterm: Ethics Report -
- FLYNN, F. J., & WILTERMUTH, S. S. (2010). WHO'S WITH ME? FALSE CONSENSUS, BROKERAGE, AND ETHICAL DECISION MAKING IN ORGANIZATIONS. *Academy Of Management Journal*, 53(5), 1074-1089. doi:10.5465/AMJ.2010.54533202

Essay must include a discussion on how ethics play a role in the case,

Notes on Midterm:

1. This is a collaborative assignment. You will work with at least 2 other students in the class.
2. The deliverable will be a written paper that will be written according to APA guidelines. Please see the attached Writing Rubric for details.
 - a. The Essay must be 2-3 pages long and Double Space.
 - b. Must have an introduction with a clear thesis statement, three to four main points and a conclusion
 - c. Conduct research to find relevant information using reliable sources to support your views.
 - d. Use at least 2 academic books and 3 scholarly articles from a library database

Module 4