



THE OHIO STATE UNIVERSITY

Arts and Science/School of Communication

SYLLABUS: COMM 2131 BUSINESS & PROFESSIONAL SPEAKING AUTUMN 2019 ONLINE

COURSE DESCRIPTION

From the catalog: Train students in public speaking and developing interpersonal skills for business and the professions.

This course is designed to focus on developing communication skills in different types of presentation styles for business. Students develop small group, interviewing and interpersonal communication skills. Students also develop problem solving, team management and leadership skills for work-related situations.

Instructor

Instructor: Nancy Fisher

Email address: fisher.799@osu.edu

Phone number: 316-841-7067

Online office hours: MW 11 a.m.-12:30 p.m. and
T/Th 8:30-9:30 a.m. or by appointment

Course learning outcomes

By the end of this course, students should successfully be able to:

1. Develop and deliver presentations using various forms of public speaking for different settings including training, symposium, informative, persuasive and entertainment. Students will learn to develop, organize, support and deliver business presentations.
2. Obtain a better understanding of communication in the organization, in public presentations and in small groups using panel discussions, symposium speaking and group training speeches.
3. Engage in real-world application through small group exercises emphasizing diversity and workplace climates, and with interpersonal communication skills such as listening, verbal and nonverbal messages, accommodation and collaboration.

4. Apply problem solving strategies in work situations of all types resulting in improved communication competency, efficiency and flexibility in the workplace as well as in team meetings. Students learn to deal with difficult people and situations which is demonstrated in the symposium and manuscript group projects.
5. Demonstrate interpersonal communication and interviewing strategies including training in ethics, listening, and being able to adapt to formal and informal interview settings and different workplace environments. Presentations will include discussion that will demonstrate knowledge of these concepts.
6. Work in self-managed teams to develop leadership and understand power and influence while performing functions traditionally assigned to supervisors or managers. This skill is demonstrated in the professional interpersonal performance appraisal giving feedback to a team member.

Course materials

Required

Adler, R., Elmhorst J., & Lucas, K. (2019). *Communicating at work: Principles and practices for business and the professions*, 12th ed. New York, NY: McGraw-Hill. (print or e-book)

Rath, T. (2007). *Strengths finder 2.0*. New York, NY: Gallup Press.

VoiceVibes. (2019). Retrieved from www.MyVoiceVibes.com. (access will be given for you to purchase).

Course technology

For help with your password, university e-mail, Carmen, or any other technology issues, questions, or requests, contact the OSU IT Service Desk. Standard support hours are available at <https://ocio.osu.edu/help/hours>, and support for urgent issues is available 24x7.

- **Carmen:**
 - Carmen, Ohio State's Learning Management System, will be used to host materials and activities throughout this course. To access Carmen, visit [Carmen.osu.edu](https://carmen.osu.edu). Log in to Carmen using your name.# and password. If you have not setup a name.# and password, visit my.osu.edu.
 - Help guides on the use of Carmen can be found at <https://resourcecenter.odee.osu.edu/carmen>

- **This online course requires use of Carmen (Ohio State's learning management system) and other online communication and multimedia tools. If you need additional services to use these technologies, please request accommodations with your instructor.**
 - **[Carmen accessibility](#)**

- **Self-Service and Chat support:** <http://ocio.osu.edu/selfservice>
- **Phone:** 614-688-HELP (4357)
- **Email:** 8help@osu.edu
- **TDD:** 614-688-8743

Baseline technical skills necessary for online courses

- Basic computer and web-browsing skills
- Navigating Carmen

Necessary equipment

- Computer: current Mac (OS X) or PC (Windows 7+) with high-speed internet connection

Necessary software

- Word processor with the ability to save files under .doc, .docx, .rtf, or .pdf. Most popular word processing software programs including Microsoft Word and Mac Pages have these abilities.
- OSU students have access to Microsoft Office products free of charge. To install, please visit https://osuitsm.service-now.com/selfservice/kb_view.do?sysparm_article=kb04733

Assignments and descriptions

Grades

Assignment or Category	Points and Percent
SPEECHES (6) Team Training Presentation	20/4%

Panel Discussion	50/10%
Informative Speech	80/16%
Manuscript Speech	50/10%
Proposal Presentation (PowerPoint required)	100/20%
Entertainment Speech	25/5%
INTERVIEWS (2)	
Employment Cover Letter and Resume	25/5%
Professional Interpersonal Performance Appraisal	50/10%
EXAMS (3)	75/15%
DISCUSSIONS (5)	25/5%
Total	500/100%

See course schedule for due dates.

Assignment guide

Online Speech Requirements

One aim of this course is to develop your presentation skills in a wide variety of speaking formats. There are six speaking assignments. Each speaking assignment has three important requirements:

1. A live audience of 5-10 people is required for each speech. You must record the audience prior to starting your speech. Speeches need to be recorded and compressed and are due by 11:59pm each **Friday** on the assigned week.
2. Record your speech using a cell phone, tablet or laptop held by one of your audience members. No cuts or edits are allowed after showing audience. More detail about recording is provided in individual assignments.
3. After recording your speech, compress the video by using a free app of your choice found on the app store. I use the simple app named "compress" at the VGA setting. Upload the compressed video to the corresponding dropbox on Carmen by the due date.

SPEECHES (6)

Team Training Presentation

4%

20 pts.

Students are required to give an informative training session in appropriate depth and detail on one or two sections of an assigned chapter of the textbook. This presentation will display students' knowledge of topics such as communication culture at work, interpersonal skills, leading and working in teams and how to lead effective meetings. The speech length is 4-5 minutes and online discussion is required.

Panel Discussion **10%** **50 pts.**

Students are required to give an informative speech and develop a research paper that summarizes their interpersonal characteristics from *Strengths Finder 2.0* by Thomas Rath. The speech length is three to four minutes and a paper and online discussion is also required. The *StrengthsFinder* assessment allows each student to analyze and present themselves in a speech followed by an online panel discussion with an assigned group. Students apply interpersonal problem solving skills, to learn how to present themselves to others, and communicate with others by identifying qualities and abilities they can take into the workplace.

Informative Speech **16%** **80 pts.**

Students give an informative speech on how communication is most effectively used in the workplace in appropriate depth and detail depending on the professional interest of the student. This assignments allow students to cultivate their interviewing skills and to synthesize and communicate findings to an audience. The speech length is five to six minutes. **VoiceVibes practice is required.** A full sentence outline, online discussion and giving feedback to other student is required. Peer feedback will be provided by students in an online format, with peers commenting on the degree to which the presentation was informative.

Persuasive Proposal Presentation (using Power Point) **20%** **100 pts.**

Students give a persuasive proposal presentation in appropriate depth and detail on a business or professional topic. Power point slides are required. Peer feedback will be provided by students in an online format, during which students will comment on the degree to which the presentation was persuasive. An outline is required. **VoiceVibes practice is required.** The speech length is six to seven minutes and an online discussion is required.

Manuscript Speech (group) **10%** **50 pts.**

For this assignment groups give either a speech of introduction, tribute, nomination or goodwill on an appropriate topic for a business and professional situation. The speech will be given in manuscript style, a format that focuses on the role of language and the creative use of language in a public presentation. One 5-6 page paper, a bibliography and a speech will be required for each group. Speech length is five minutes and an online discussion is required.

Entertainment Speech **5%** **25 pts.**

In this last presentation students give an entertainment or “roast” speech to a student within their group in a light-hearted, good-natured exaggerated but fact-based manner about a classmate. This speech requires merging students’ knowledge of their presentation skills with building and sustaining positive relationships with their professional colleagues. The outcome is to understand and exhibit social skills that are necessary in the workplace. The required speech length is one minute.

INTERVIEWS (2)

Employment Pitch, Resume, and Cover Letter 5% 25 pts.

Students present an employment pitch, write a cover letter and resume for an entry level position for an assigned job description. This requires excellence in oral communication in a video on why YOU are the best candidate for this position. Students learn written and communication skills, the ability to present themselves virtually and how to conduct an introductory interview.

Professional Interpersonal Performance Appraisal Interview 10% 50 pts.

Students describe in a written analysis and virtual meeting with an assigned appraisee the important elements of his/her past performance throughout the term (both strengths and weaknesses), with detailed examples from a wide range of identified speaking assignments. This interview is similar to a real-work performance/employee appraisal format. The required length for each appraisal is four to five minutes.

EXAMS

The comprehensive exams will be online on Carmen.

Proctorio is the online exam proctoring tool integrated into Carmen. Use of Proctorio is required for the three exams. Visit the Student Guide to Proctorio to get started before the exam: <https://resourcecenter.odee.osu.edu/carmencanvas/gettingstarted-proctorio-students>.

Exams (3) 15% 75 pts.

Exams may include short answer, multiple choice, true-false, and/or matching items.

ONLINE DISCUSSIONS (5) 5% 25 pts.

There will be five online discussions including: Interviewing, Team Training Presentation, Informative Speech, Proposal Presentation, and Manuscript Speech. These discussions will give you an opportunity to converse with your classmates about each other's presentations, topic choice and observations about other students' language and delivery skills. They are listed on the schedule as discussions. Assigned questions to prompt thoughtful feedback will be provided.

Discussions will include three written requirements:

First, an initial post of 100-200 words will be due by 11:59pm on the **Wednesday** of the week a discussion is due. Second, two posts of 100-200 words responding to the initial posts of two other students will be due by 11:59 on the **Friday** of the week that discussion is due. Successful discussion posts will demonstrate:

1. An understanding of the concept(s) in the material provided.
2. Independent thought regarding the concepts and material.
3. A thoughtful response to the work of at least 2 other students in the class.

Late assignments

All speech performances (reports, speeches, etc.) must be given before an audience and quizzes taken on the day scheduled. Late unexcused speech performances will be penalized two letter grades. If the student is allowed to make up a performance and does not show up, a grade of zero will be recorded. A valid medical or documented excuse is required or there is a two letter grade penalty.

Grading scale

A	93-100% (372-400)	B-	80-82% (320-331)	D+	67-69% (268-279)
A-	90-92% (360-371)	C+	77-79% (308-319)	D	60-66% (252-267)
B+	87-89% (348-359)	C	73-76% (292-307)	E	Below 60% (240 and below)
B	83-86% (332-347)	C-	70-72% (280-291)		

Faculty feedback and response time

I am providing the following list to give you an idea of my intended availability throughout the course. Remember that you can call **614-688-HELP** at any time if you have a technical problem.

Grading and feedback

For speeches, you can generally expect feedback within **7 days**.

E-mail

I will reply to e-mails within **24 hours on school days**.

Discussion board

I will check and reply to messages in the discussion boards every **24 hours on school days**.

Attendance, participation, and discussions

Student participation requirements

Because this is a distance-education course, your attendance is based on your online activity and participation. The following is a summary of everyone's expected participation:

- **Logging in:**
Be sure you are logging in to the course in Carmen each week, including weeks with holidays or weeks with minimal online course activity. I suggest logging in at least three times per week to make sure you are keeping up with announcements and course content. (During most weeks you will probably log in many times.) If you have a

situation that might cause you to miss an entire week of class, discuss it with me *as soon as possible*. Video and audio lectures will be posted on Monday.

- **Participating in discussion forums:**

As participation, you can expect to post at least once each assigned Wednesday and respond at least once each assigned Friday as part of our substantive class discussions. This requires that you check in twice per week. Additional participation will give you a richer experience within the course.

Discussion and Communication Guidelines

The following are my expectations for how we should communicate as a class. Above all, please remember to be respectful and thoughtful.

- **Writing style:** Write using correct grammar, spelling, and punctuation. Informality (including an occasional emoticon) is fine for non-academic topics.
- **Tone and civility:** Maintain a supportive learning community where everyone feels safe and where people can disagree amicably.
- **Citing your sources:** When we have academic discussions, please cite your sources to back up what you say. (For the textbook or other course materials, list at least the title and page numbers. For online sources, include a link.) *Written and oral assignments:* Your written and oral assignments, including discussion posts and speeches, should be your own original work. In formal assignments, you should follow **APA** style to cite the ideas and words of your research sources. Any time you use the words of others, this must be indicated as a direct quotation with a citation to the source and page number(s), using APA style to clearly indicate the words in the direct quote. To use the words of others while providing a citation, but without indicating that there is a direct quote from the cited work, still is plagiarism. Simply changing a few words from a source does not make the words your own, and such use can also be considered plagiarism. Examples will be provided. You are encouraged to ask a trusted person to proofread your assignments before you turn them in--but no one else should revise or rewrite your work.
- *Reusing past work:* In general, you are prohibited in university courses from turning in work from a past class to your current class, even if you modify it. If you want to build on past research or revisit a topic you've explored in previous courses, please discuss the situation with me.
- **Backing up your work:** Consider composing your academic posts in a word processor, where you can save your work, and then copying into the Carmen discussion.

Other course policies

Communication

I will post class updates and/or additional materials as announcements on Carmen and/or to your OSU email. You are responsible for this information.

Challenging a Grade

I am always willing to discuss your grades with you, but I will not do so during class time. To challenge a grade, you must meet virtually with me during office hours or make an appointment **within one week** of the assignment being returned to you. When we meet, you must present your concerns in writing and attach the graded speech, paper, or exam. Please note that a challenge may result in grades being raised or lowered.

Extra Credit

There will be no extra credit offered in this course.

Student Academic Services

Arts and Sciences Advising and Academic Services' website provides support for student academic success. Information on advising issues such as tutoring, transfer credits, academic standing, and contact information for Arts and Sciences advisors can be obtained through this website: <http://advising.osu.edu/welcome.shtml>.

Student Services

The Student Service Center assists with financial aid matters, tuition and fee payments. Please see their site at: <http://ssc.osu.edu>. As a student you may experience a range of issues that can cause barriers to learning, such as strained relationships, increased anxiety, alcohol/drug problems, feeling down, difficulty concentrating and/or lack of motivation. These mental health concerns or stressful events may lead to diminished academic performance or reduce a student's ability to participate in daily activities. The Ohio State University offers services to assist you with addressing these and other concerns you may be experiencing. If you or someone you know are suffering from any of the aforementioned conditions, you can learn more about the broad range of confidential mental health services available on campus via the Office of Student Life's Counseling and Consultation Service (CCS) by visiting ccs.osu.edu or calling 614-292-5766. CCS is located on the 4th Floor of the Younkin Success Center and 10th Floor of Lincoln Tower. You can reach an on call counselor when CCS is closed at 614-292--5766 and 24 hour emergency help is also available through the 24/7 National Suicide Prevention Hotline at 1-800-273-TALK or at suicidepreventionlifeline.org.

PLEASE TAKE CARE OF YOURSELF (Mental Health Statement):

As a student you may experience a range of issues that can cause barriers to learning, such as strained relationships, increased anxiety, alcohol/drug problems, feeling down, difficulty concentrating and/or lack of motivation. These mental health concerns or stressful events may lead to diminished academic performance or reduce a student's ability to participate in daily activities. The Ohio State University offers services to assist you with addressing these and other concerns you may be experiencing.

If you are or someone you know is suffering from any of the aforementioned conditions, you can learn more about the broad range of confidential mental health services available on campus via the Office of Student Life's Counseling and Consultation Service (CCS) by visiting cws.osu.edu or calling 614--292--5766. CCS is located on the 4th Floor of the Younkin Success Center and 10th Floor of Lincoln Tower. You can reach an on-call counselor when CCS is closed at 614-292-5766.

If you are thinking of harming yourself or need a safe, non-judgmental place to talk, or if you are worried about someone else and need advice about what to do, 24 hour emergency help is also available through the Suicide Prevention Hotline (Columbus: 614-221-5445 / National: 800-273-8255); or text (4hope to 741741); or at suicidepreventionlifeline.org

Writing Center

All students, especially those who have difficulty writing, are encouraged to visit the *OSU Writing Center*. Their web address is <https://cstw.osu.edu/writing-center> and their phone number is 688-5865. The Writing Center offers two kinds of tutorials: 1) Scheduled, 50-minute tutorials in 4120A Smith Lab and 2) Drop-in, 20-minute tutorials at our satellite centers (First floor Thompson Library and 114 Smith-Steeb Residence Hall).

Copyright Disclaimer

The materials used in connection with this course may be subject to copyright protection and are only for the use of students officially enrolled in the course for the educational purposes associated with the course. Copyright law must be considered before copying, retaining, or disseminating materials outside of the course.

Diversity

The School of Communication at The Ohio State University embraces and maintains an environment that respects diverse traditions, heritages, experiences, and people. Our commitment to diversity moves beyond mere tolerance to recognizing, understanding, and welcoming the contributions of diverse groups and the value group members possess as individuals. In our School, the faculty, students, and staff are dedicated to building a tradition of diversity with principles of equal opportunity, personal respect, and the intellectual interests of those who comprise diverse cultures.

Title IX

Title IX makes it clear that violence and harassment based on sex and gender are Civil Rights offenses subject to the same kinds of accountability and the same kinds of support applied to offenses against other protected categories (e.g., race). If you or someone you know has been sexually harassed or assaulted, you may find the appropriate resources at <http://titleix.osu.edu> or by contacting the Ohio State Title IX Coordinator, Kellie Brennan, at titleix@osu.edu

Academic integrity policy

Policies for this online course

- **Written assignments:** Your written assignments, including discussion posts, should be your own original work. In formal assignments, you should follow **APA** style to cite the ideas and words of your research sources. You are encouraged to ask a trusted person to proofread your assignments before you turn them in--but no one else should revise or rewrite your work.
- **Reusing past work:** In general, you are prohibited in university courses from turning in work from a past class to your current class, even if you modify it. If you want to build on past research or revisit a topic you've explored in previous courses, please discuss the situation with me.

Academic Misconduct

Cheating and plagiarism in any form will not be tolerated. The Ohio State University's *Code of Student Conduct* (Section 3325-23-04) defines academic misconduct as "any activity that tends to compromise the academic integrity of the University, or subvert the educational process" (p. 2). Examples of academic misconduct include, but are not limited to, plagiarism, collusion (unauthorized collaboration), copying the work of another student, and possession of unauthorized materials during an examination.

It is the responsibility of the Committee on Academic Misconduct to investigate or establish procedures for the investigation of all reported cases of student academic misconduct. The term "academic misconduct" includes all forms of student academic misconduct wherever committed; illustrated by, but not limited to, cases of plagiarism and dishonest practices in connection with examinations. Instructors shall report all instances of alleged academic misconduct to the committee (Faculty Rule 3335-5-487). For additional information, see the Code of Student Conduct <http://studentlife.osu.edu/csc/>.

If I suspect that a student has committed academic misconduct in this course, I am obligated by University Rules to report my suspicions to the Committee on Academic Misconduct (COAM). If COAM determines you have violated the University's *Code of Student Conduct*, the sanctions for the misconduct could include a failing grade in this course and suspension or dismissal from the University. If you have any questions about this policy or what

constitutes academic misconduct, please contact me or visit <http://oaa.osu.edu/coam/home.html>.

Accessibility accommodations for students with disabilities

Requesting accommodations

The University strives to make all learning experiences as accessible as possible. If you anticipate or experience academic barriers based on your disability (including mental health, chronic or temporary medical conditions), please let me know via email immediately so that we can privately discuss options. You are also welcome to register with Student Life Disability Services to establish reasonable accommodations. After registration, make arrangements with me as soon as possible to discuss your accommodations so that they may be implemented in a timely fashion. SLDS contact information: slds@osu.edu ; 614-292-3307; slds.osu.edu ; 098 Baker Hall, 113 W. 12th Avenue.

Disclaimer

The information provided in this syllabus constitutes a list of basic class policies. I reserve the right to modify this information when deemed necessary for any reason. You will be notified in class, via email, and/or on Carmen if and when any changes occur.

Tentative Schedule

Date	Topic	Reading	Media	Assignments	DEADLINES
Week 1 8/20/19	Introductions and Overview Principles of Interviewing, Interviewing Materials, Business Writing	Read: Ch. 6 and Appendix 1 & 2	Watch: Lecture Video on Ch. 6	ASSIGN: Cover Letter and Resume Team Training Group Speech Team Training Groups Assigned	DUE: Cover letter, resume and pitch by Friday, 11:59 pm DUE: Interviewing Discussion Board by Friday, 11:59 pm
Week 2	Listening, Verbal &	Read: Ch. 3, 4, 5, 7	Meet Your Virtual Group		Due: Team Training Videos

8/26/19	Nonverbal Messages, Interpersonal Skills, Leading & Working in Teams				for all chapters (by Wednesday at 11:59 pm)
Week 3 9/2/19	Effective Meetings	Read: Ch. 8	WATCH: Ch. 3, 4, 5 & 7 Group Training Videos	ASSIGN: Panel Discussion Speeches due week 6	
Week 4 9/9/19	Effective Meetings	Panel Discussion Conferences	WATCH: Ch. 8 Training Video		DUE: Exam (Ch. 3, 4, 5, 6, 7, 8) by Friday 11:59 pm.
Week 5 9/16/19	Developing and Organizing the Presentation, Verbal and Visual Support in Presentations	READ: Ch. 9 & 10	WATCH: Ch. 9 & 10 Group Training Videos	ASSIGN: Informative Speech (Due Week 8)	
Week 6 9/23/19					DUE: Panel Discussion Speeches (by Wednesday at 11:59 pm)
Week 7 9/30/19	Delivering the Presentation, Types of Business Presentations	READ: Ch. 11 & 12	WATCH: Ch. 11 & 12 Group Training Videos		DUE: Panel Discussion Board (by Wednesday at 11:59 pm)
Week 8 10/7/19					DUE: Exam 2 (Ch. 9, 10, 11, 12) by Friday 11:59 pm
Week Nine 10/14/19				ASSIGN: Performance Appraisal & Policy Persuasive Speech	DUE: Informative Speeches (by Wednesday at 11:59 pm)

Week 10 10/21/19	Communicating at Work and Communication Culture and Work	READ: Ch. 1 & 2	WATCH: Training Video on Ch. 1 & 2	ASSIGN: Performance Appraisal Schedule (speech is due Week 14) Entertainment Speech (due Week 16)	DUE: Informative Speech Discussion/Peer Feedback by Wednesday at 11:59 pm.
Week 11 10/28/19					DUE: Exam 3 (Ch. 1 & 2 – by Friday 11:59 pm) DUE: Thesis statement for Proposal Presentation submitted for approval by Wednesday at 11:59 pm
Week 12 11/4/19	Speech Preparation		WATCH: Proposal Presentation Videos		DUE: Proposal Presentations by Wednesday at 11:59 pm
Week 13 11/11/19					DUE: Performance Appraisals of Assigned Group Member (by Wednesday at 11:59 pm) DUE: Proposal Speech Discussion Board by Wednesday at 11:59 pm.
Week 14 11/18/19	Manuscript Strategy Sessions		Manuscript Conference		DUE: Manuscript Group Speech (by Wednesday at 11:59 pm)
Week 15 11/25/19					DUE: Entertainment Speech due

					Wednesday by 11:59 pm. DUE: Manuscript Discussion Board/Peer Feedback
Week 16 12/2/19					See the Week 16 Module.