

COMM 3325: Introduction to Organizational Communication

The Ohio State University
School of Communication

Instructor:

Dr. Axel Westerwick
3045B Derby Hall
Building 025
(614) 247-2558
westerwick.1@osu.edu

Teaching Assistant:

Please find on Carmen

Office Hours:

Please see on Carmen/News

Course Objectives:

Communication plays a vital role in the success and failure of almost any organization. Because of that the course will demonstrate the importance of communication within organizations and will help you to understand the main factors which are influencing today's world of work.

To understand the changing role of communication in organizations, the class has two primary parts:

1. Introduction, overview and prior approaches to the study of organizational communication
2. Current perspectives of organizational communication

Why exactly should I be interested in that topic?

Well, we all know that we need to cooperate with other people, for our study and on the job. However, cooperation can be very challenging and sometimes even frustrating, especially in a more dynamic and stressful environment. People are very different and behave and communicate in various ways. But how big the personal differences may seem to be, you often have no choice but to build relationships and to work together as good as possible. The key to become more successful is to understand the different motivations and needs of the people around you and how the work environment influences your own communication behavior. With a lot of practical examples from the business world, important

research findings, and in-class discussions, the class will help you to be prepared for the communication challenges in the organizations/companies that you will eventually join.

What do I need to do for class?

Be there, take your notes, ask questions if you are not sure about a topic, and feel free to comment on things based on your own experiences and ideas. The more you are willing to contribute to class discussions, the better the chance to make it a really good learning experience for all of us.

Class is: Monday, Wednesday, and Friday
3:00 to 3:55 p.m.
Room: 160 - 209 W 18th Ave (Building 004)

Used Text:

Eisenberg, E. M., Goodall Jr., H. L., Trethewey, A. (2014). Organizational Communication: Balancing Creativity and Constraint (7th ed.). Bedford/St. Martin's. ISBN: 978-1-4576-0192-7

You can get it in each University book store and also from online bookstores.

Class Web site via Carmen:

<http://telr.osu.edu/carmen>

Please be sure to check Carmen at least twice a week for news, changes,...

Special Accommodations

Students with disabilities are responsible for making their needs known to the instructor and seeking assistance in a timely manner. Any student who feels he/she may need an accommodation based on the impact of a disability should contact the instructor privately to discuss your specific needs. Please contact the Office for Disability Services at 614-292-3307 in Room 150 Pomerene Hall to coordinate reasonable accommodations for students with documented disabilities.

Academic Integrity and Academic Misconduct

It is imperative that all work you submit be your own. When you use someone else's ideas, you must give proper credit to the original author(s). Please adhere to the 5th edition of the APA manual of style when citing others' work.

According to the Committee on Academic Misconduct "Academic misconduct is defined as any activity which tends to compromise the academic integrity of the institution, or subvert the educational process,"

(<http://oaa.osu.edu/procedures/1.0.html>). Further, the term "academic misconduct" includes all forms of student academic misconduct wherever committed and is 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). It is the responsibility of the Committee of Academic Misconduct to investigate or establish procedures for the investigation of all reported cases of student academic misconduct. For additional information, see the Code of Student Conduct (http://studentaffairs.osu.edu/resource_csc.asp).

Exams

The information taught before an exam will be tested on this exam. It will be not tested on the following exams again (exams in this class are not cumulative).

Exams will be multiple-choice (please bring a #2 pencil on exam days), based on the material from the readings and class discussions. Make-up exams will only be offered for medical or other similar, legitimate reasons.

Failure to take any exam will result in a zero for the exam.

Late Arrival: I reserve the right to exclude students from the exam if they arrive late. Exclusion will result in a zero for the exam.

In-Class Assignments (ICA)

On some days there will be unannounced In-Class Assignments (10 over the whole semester) where you should take a few minutes to write on an assigned topic. ICAs have to be completed during class. They should help you to reflect specific topics of the actual lecture.

Two of them provide you the opportunity of bonus points. Only 8 of the 10 ICAs are necessary to obtain the chance to score 100% in this class.

(Example: You have completed all 10 ICAs successfully = 16 regular points + 4 bonus points; you have completed 8 ICAs successfully = 16 regular points and 0 bonus points.)

Online Exercises

On 12 days the class will move online. Students are asked to complete online exercises which are based on class discussions, handout, students' notes, and additional scholarly work. The online exercises have to be completed on those assigned days to receive credit. We will not meet on those days but the Professor (or TA) is available to discuss the exercises and to answer questions. The overall goal is to increase learning flexibility and effectiveness and to adapt the course to the changing environment of higher education.

Assignments

Assignment 1 can be completed alone or with one other student. Goal is to gain a better understanding about today's organizations (companies, universities, or non-profit organizations) and how employees and managers communicate with each other to work successfully.

Assignment 2 (Team Assignment) will consist of two parts. The first part needs to be completed together with at least **TWO OTHER** students (4 students is maximum). All team members will get the same amount of points. The second part needs to be completed individually and will be graded individually.

To build teams, it is necessary to be in class on those days. Every student is responsible for finding other students with whom they work together as a team.

Detailed instructions and deadlines for both assignments will be announced in class. Late submissions will be penalized.

Evaluation

In-Class Assignments	11% (16 points – 8*2)
Online Exercises	24% (36 points – 12*3)
Assignment 1	5% (8 points)
Assignment 2 (Team Assignment)	7% (10 points)
3 Exams (weighted equally)	53% (78 points – 3*26)
<i>Total</i>	<i>100% (148 points)</i>

Grade Change Requests

Students are strongly encouraged to check posted points for all assignments and exams regularly on Carmen. The deadline for requesting any score changes (in case of score posting errors) for assignments or exams taken during the semester is the first day of the last week of regular classes, Monday, 04/25/2016. However, any missing points have to be reported 14 days after posting of the score in question. Later requests will not be considered.

Makeup of missed Assignments

Taking missed assignments late will only be allowed for serious, legitimate reasons (documentation needed like doctor's note). Students are required to inform the instructor before the originally scheduled assignment/exam time. Otherwise, a makeup opportunity cannot be granted.

Class Schedule and Reading List

Day	Date	Topic	Reading
M	1/11	Introduction and Overview	
W	1/13	Communication and the changing world of work	Chapter 1
F	1/15	Communication and the changing world of work (cont.)	
M	1/18	<i>Martin Luther King Day</i> <i>No Class</i>	
W	1/20	Defining Organizational Communication	Chapter 2
F	1/22	Online Exercise 1	
M	1/25	Early Perspectives: <i>The classical management approach</i>	Chapter 3, pp. 65-76
W	1/27	Early Perspectives: <i>Human relations and human resources approach</i>	Chapter 3, pp. 76 - 91
F	1/29	Online Exercise 2	
M	2/1	The Systems Perspective	
W	2/3	The Systems Perspective (cont.)	Chapter 4,
F	2/5	Online Exercise 3	
M	2/8	Exam I	

W	2/10	The Cultural Approach (Part 1)	Chapter 5
F	2/12	Online Exercise 4	
M	2/15	The Cultural Approach (Part 2) The Story of Walmart	
W	2/17	The Cultural Approach (Part 3) The Story of Walmart	
F	2/19	Online Exercise 5	
M	2/22	Introduction Assignment 1	
W	2/24	The Critical Approach	Chapter 6
F	2/26	Online Exercise 6	
M	2/29	Identity and Differences	Chapter 7
W	3/2	Teams and Networks	Chapter 8
F	3/4	Online Exercise 7	
M	3/7	Teams and Networks (cont.)	
W	3/9	Exam II	
F	3/11	Online Exercise 8 <i>Deadline Assignment 1</i>	
M	3/14	<i>Spring Break</i> <i>No class</i>	

W	3/16	Spring Break No class	
F	3/18	Spring Break No class	
M	3/21	Conflict Management at Work	
W	3/23	Conflict Management at Work (cont.)	
F	3/25	Online Exercise 9	
M	3/28	Leadership	Chapter 9
W	3/30	Leadership (cont.)	
F	4/1	Online Exercise 10	
M	4/4	Introduction Team Assignment	
W	4/6	Strategic Communication	Chapter 10
F	4/8	Online Exercise 11	
M	4/11	Strategic Communication (cont.)	
W	4/13	New Technology at the Workplace	
F	4/15	Working with Integrity <i>The Enron Case</i>	
M	4/18	Working with Integrity (cont.)	
W	4/20	Pre-Review Team Assignment	

F	4/22	Online Exercise 12	
M	4/25	Exam Review <i>Deadline Team Assignment</i>	
F	4/29 (4:00 p.m.)	Exam III (Final)	

Caveat

I reserve the right to update or change portions of this syllabus in order to make the class a better experience for everyone. Any changes will be posted to Carmen.