

SYLLABUS: COMM 2131 BUSINESS & PROFESSIONAL SPEAKING

SPRING 2019 T/TH 3:55, JOURNALISM BUILDING 106

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

Office hours: T/Th 12:30-3:30 p.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 interpersonal performance appraisal giving feedback to a team member.

Course materials

Required

Adler, R., Elmhurst 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 <https://www.myvoicevibes.com/> (a specific access code will be given to you in Announcements for you to purchase VoiceVibes).

<https://www.myvoicevibes.com/>

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>
- **VoiceVibes:** <https://app.myvoicevibes.com/sign-in>
Privacy Policy: <https://www.myvoicevibes.com/privacy-policy.html>
Support forVoiceVibes: support@myvoicevibes.com
- **Self-Service and Chat support:** <http://ocio.osu.edu/selfservice>
- **Phone:** 614-688-HELP (4357)

- Email: 8help@osu.edu
- TDD: 614-688-8743

Necessary equipment

- Computer: current Mac (OS X) or PC (Windows 7+) with high-speed internet connection
- Web cam and microphone
- Cell phone, tablet or laptop

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%
VARIABLE POINTS	25/5%
Total	500/100%

See course schedule for due dates.

Assignment guide

SPEECHES (6)

Team Training Presentation 4% 20 pts.

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.

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. These 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 and giving feedback to other student is required. Feedback will be provided by students in class 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 during which students will comment on the degree the presentation was persuasive. An outline is required. **VoiceVibes practice is required.** The speech length is six to seven minutes.

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.

Entertainment Speech	5%	25 pts.
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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 Resume, Cover Letter and Interview	5%	25 pts.
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Students write a cover letter and resume for an entry level position for an assigned job description. This requires excellence in oral communication in a one on one interview setting with an assigned student, a professional resume and cover letter tailored for the job description. Students learn written communication skills, the ability to present themselves and how to conduct an introductory interview.

Professional Interpersonal Performance Appraisal Interview	5%	50 pts.
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Students describe in a written analysis and one-on-one 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.

Variable Points	5%
25 pts	

In class tasks assigned by instructor.

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

Lateness

All oral performances (reports, speeches, etc.) must be given before an audience (the class) and quizzes taken on the day scheduled. Late unexcused oral performance will be penalized two letter grades. If the student is allowed to make up a performance and does not show, a grade of zero will be recorded.

Attendance

Attendance and active participation are mandatory. Attendance will be taken at the beginning of class; late-comers will be marked absent. More than one week's unexcused absences may result in the course grade being lowered one full letter grade (in addition to any penalties for late work). Students with more than two weeks of absences should seriously consider withdrawing from the course. You are strongly encouraged to exchange phone numbers with your colleagues and communicate with them about joint projects or other assignments.

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:** *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.

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. To challenge a grade, you must meet 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 offered on the OSU main campus are available at <http://ssc.osu.edu>.

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.

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

Students

Students with disabilities (including mental health, chronic or temporary medical conditions) that have been certified by the Office of Student Life Disability Services will be appropriately accommodated and should inform the instructor as soon as possible of their needs. The Office of Student Life Disability Services is located in 098 Baker Hall, 113 W. 12th Avenue; telephone 614/292-3307, slds@osu.edu; slds.osu.edu.

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

Week One

Jan. 8 & 10

Introductions and overview; assign cover letter and resume

Principles of Interviewing, Ch. 6

See Appendix I: Interviewing Materials See

Appendix III: Business Writing Assign Team

Team Training Presentation (TTP)

Week Two

Jan. 15 & 17

Bring cover letter and resume draft

Employment Interview

Week Three

Jan. 22 & 24

Listening, Verbal and Nonverbal Messages - Ch. 3 & 4

Assign Panel Discussion Speech and groups

Interpersonal Skills – Ch. 5, Leading & Working in Teams - Ch. 7

Week Four

Jan. 29 & 31

Panel Discussion Group Meetings

Effective Meetings, Ch. 8

Quiz #1 (Ch.3, 4, 5, 6, 7, 8 – **THURSDAY** Online During Class Time)

Week Five

Feb. 5 & 7

Assign Informative Speech

Developing and Organizing the Presentation, Verbal and Visual Support in Presentations - Ch. 9 & 10

Panel Discussion Speeches

Week Six

Feb. 12 & 14

Panel Discussion Speeches

Week Seven

Feb. 19 & 21

Delivering the Presentation, Types of Business Presentations – Ch. 11 & 12

Informative Speeches Begin

Week Eight

Feb. 26 & 28

Informative Speeches

Week Nine**Mar. 5 & 7**

Assign Professional Interpersonal
Performance Appraisal

And Proposal Presentation

Quiz #2 (Ch. 9, 10, 11, 12 - **THURSDAY** Online During Class Time)

Week Ten**Mar. 12 & 14**

SPRING BREAK

Week Eleven**Mar. 19 & 21**

Communicating at Work, Communication Culture, and Work Ch. 1 & 2

Assign Manuscript Speech

Assign Entertainment Speech

Submit Proposal Presentation thesis statement and intended audience Assign
Professional Interpersonal Performance Appraisal Schedule

Quiz #3 (Ch. 1, 2 – **THURSDAY** Online During Class Time)

Week Twelve**Mar. 26 & 28**

Proposal Presentations

Week Thirteen**Apr. 2 & 4**

Proposal Presentations

Week Fourteen**Apr. 9 & 11**

Performance Appraisals

Manuscript Speech Strategy Sessions

Week Fifteen**Apr. 16 & 18**

Manuscript Speeches and Entertainment Speeches

Week Sixteen - See Official Final Exam Schedule