



# INTRODUCTION TO ORGANIZATIONAL COMMUNICATION COMM 3325 ONLINE SPRING 2020

## Course overview

This course provides an introduction to the way we communication within organizations. Class will be delivered entirely online through Carmen. Written assignments, group work, exams and quizzes will aid student understanding and practice of organizational communication.

## Instructor

**Instructor:** Bethany Barker

**Email address:** barker.332@osu.edu

**Office hours:** Journalism 309 or via Carmen Zoom T/Th 9-11 a.m. or by appointment.

**Teaching Assistant:** Leandro Calcagnotto

**Email address:** calcagnotto.1@osu.edu

**Office hours:** Tuesday 11-1 on Carmen Zoom

Teaching Assistant: Lisa Rhee

**Email address:** rhee.104@osu.edu

**Office hours:** M 3-5 on Carmen Zoom

## TABLE OF CONTENTS

<b>COURSE OVERVIEW</b>	<b>1</b>
<b>GRADING AND RESPONSE</b>	<b>4</b>
<b>ATTENDANCE,PARTICIPATION,AND DISCUSSIONS</b>	<b>6</b>
<b>OTHER COURSE POLICIES</b>	<b>7</b>
<b>COURSE SCHEDULE</b>	<b>10</b>

## Course description

Addresses prior and current approaches to the study of organizational communication. The course will be presented entirely online. Prereq: Not open to students with credit for 325.

## Course goals and learning outcomes

**Upon successful completion of the course, students will understand views of communication within an organization from an academic perspective.**

- Students will be able to distinguish differences between views of communication within organizations.
- Students will be able to apply concepts of communication within organizations to scenarios and case studies.

**Students who successfully complete the course will understand effective strategies for leadership and management.**

- Students will be able to differentiate historical and current views of management.
- Students will be able to recognize effective vs. ineffective leadership strategies.
- Students will be able to recognize elements of management and leadership strategies within a given organization.

**Students who successfully complete the course will comprehend how effective communication principles can help organizations.**

- Students are able to analyze effective and ineffective current communication principles in real-world organizations.
- Students will be able to demonstrate proficiency in using effective communication skills to further the goals of an organization.

# Course materials

## Required

Kramer, M.W. & Bisel, R.S. (2016) *Organizational communication: A lifespan approach*. Oxford University Press; New York, NY. (print or [electronic version](#))

Supplemental readings will be provided on Carmen.

## 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 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](http://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](http://my.osu.edu).

[Help guides on the use of](#) Carmen can be found at the ODEE Resource Center.

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

## Proctorio

Proctorio, an online proctoring tool, will be used during this course. Proctorio offers you flexibility to take your exams at the time and in the location of your choosing. Students are required to have a webcam (USB or internal) with a microphone and a strong and stable internet connection. During the course of an exam, Proctorio will record the testing environment, therefore students should select private spaces for the exam session where disruptions are unlikely and where recording devices can be enabled. Instructions for Proctorio use will be provided. To use Proctorio you must be **over 18 years of age**. Additionally, the tool has **limitations in its accessibility** for students reliant upon screen readers and keyboard navigation. If you have concerns about using an online proctoring tool for the reasons listed above or in general, please work with your instructor to find an equivalent alternative. Additional information on academic integrity at Ohio State and [recommended proctoring options](#) are available.

## Zoom

Office hours will be held through Ohio State's conferencing platform, Zoom. A separate guide to accessing Zoom and our office hours is posted on the course Carmen page under the Student Resources Module. If not necessary, we can meet face-to-face.

Students may use the audio and video functions if a webcam and microphone are available. If not, there is still a chat function within Zoom for the student to live chat with the professor or TA in the virtual office hours room.

[Help guides on the use of Zoom](#) can be found in the ODEE Resource Center.

**Self-Service and Chat support:** <http://ocio.osu.edu/selfservice>

**Phone:** 614-688-HELP (4357)

**Email:** [8help@osu.edu](mailto: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

Web cam and microphone

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](https://osuitsm.service-now.com/selfservice/kb_view.do?sysparm_article=kb04733)

## Grading and response

### Late assignments

Assignments turned in after the deadline will only be accepted with a valid medical or university excuse. It is the student's responsibility to be sure the assignment submitted correctly. **Please check your Carmen folder after submission to ensure the upload is there, the correct document and complete.** Students who know of an impending excused absence should notify the instructor and teaching assistant with documentation ahead of the absence to arrange a makeup. **Makeups must be requested and turned in within 1 week of the original due date.**

### Grading scale

93–100: A

90–92.9: A-

87–89.9: B+

83–86.9: B

80–82.9: B-

77–79.9: C+

73–76.9: C

70 –72.9: C-

67 –69.9: D+

60–66.9: D

Below 60: E

# Grades

Assignment	Description	Points
Exam 1	Exam covering material presented in weeks 1-6 of the course. Questions will be multiple choice, true/false or matching. Study guide will be provided. Exams are open for a 24 hour period on Carmen.	50
Exam 2	Exam covering material presented after the midterm of the course. Questions will be multiple choice, true/false or matching. Study guide will be provided. Exams are open for a 24 hour period on Carmen.	60
Comprehension Quizzes	Quizzes are designed to assess your comprehension of the material presented in the readings and in lessons that week. Quizzes will be 5-10 multiple choice, true/false or matching questions. There will be 5 quizzes and your lowest will be dropped.	4 @ 15 points = 60
Case Study	This individual assignment is a case study of the Theranos organization and scandal. Students will either watch a video or listen to a podcast and respond to questions applying course materials to the events of the scandal and fallout. Approximately 2-3 double spaced pages.	25 points
Group Project	The final group project is a multi-step analysis and application of the course materials. Each group will study an organization through the duration of the semester. Groups will then be presented with a challenge intended to aid the organization studied in a communication process.  Approximately 5 double spaced pages, a prototype and recorded presentation will be turned in for the group.	This is a 4 part project. Each part is worth 25 points.  100 points total
Group Discussions	You will be provided a prompt and asked to share your thoughts with your discussion group. Most of the discussions will be applying the concepts of that week to the organization you have selected as your group.  Please review the Discussion Board Guidelines for guidance on posting. Initial post due Saturday 11:59 p.m. and response to 2 group members the following Tuesday 11:59 p.m.	10 @10 points= 100 5 points for initial post  5 points for response posts
Syllabus Quiz		5 points
<b>Total</b>		<b>400 points</b>

See course schedule, below, for due dates

## Faculty availability

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 anytime if you have a technical problem.)

### Grading and feedback

For assignments, you can generally expect feedback within **10-14 days**.

### E-mail

I will reply to e-mails within **24 hours on weekdays**. I will make every attempt to return your email in a timely manner on the weekends, though this may be longer than 24 hours.

### Instructor communication

Class announcements and reminders will be sent through Carmen Messages. Please make sure that your messages do not go to a junk or clutter folder if forwarded to your email.

## Attendance, participation, and discussions

## 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:** This course is intended to prepare you for future communications as a professional. Assignments should be approached in this manner. Please proofread, edit, and include appropriate language.
- **Tone and civility:** Let's maintain a supportive learning community where everyone feels safe and where people can disagree amicably. Furthermore, rude or impatient communications are generally not appreciated in professional situations. Please consider your words as if you were a professional when communicating with other students, the instructor, and the teaching assistant.
- **Citing your sources:** When requested, please cite your sources to backup what you say. (For the textbook or other course materials, list at least the title and page numbers. For online sources, include a link.)

## Other course policies

### 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. The site is: <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>

### 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.

### 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](mailto:titleix@osu.edu)



## **Academic integrity policy**

### **Policies for this course**

**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.

**Collaboration and informal peer-review:** The course includes many opportunities for formal collaboration with your classmates. While study groups and peer-review of major written projects is encouraged, remember that comparing answers on a quiz or assignment is not permitted. If you're unsure about a particular situation, please feel free just to ask ahead of time.

**Group projects:** This course includes group projects, which can be stressful for students when it comes to dividing work, taking credit, and receiving grades and feedback. I have attempted to make the guidelines for group work as clear as possible for each activity and assignment, but please let me know if you have any questions.

### **Academic Misconduct**

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/>

## **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](mailto:slds@osu.edu) ; 614-292-3307; [slds.osu.edu](http://slds.osu.edu) ; 098 Baker Hall, 113 W. 12th Avenue.

# Mental Health

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 [ccs.osu.edu](http://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.

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)

# Course Leave Policy

If you become seriously ill or something happens to you that prevents you from participating in the course for an extended amount of time (e.g., mental illness or a friend's mental illness, taking care of an immediate family member, child birth, etc.), you may apply for course leave. You must let the instructor know of your situation as soon as practical when you become aware of the need for leave to avoid point penalties (either the day you learn of the need or the next workday). Be proactive and let us know ASAP if you think you need leave. We will not grant leave retroactively. Course leave is similar to OSU's Family and Medical Leave (FML) and has many of the same rules ([see here for more information](#)). If you qualify for leave, we will allow you to make up missed work with the following point penalties:

- 0% for work due 6 days prior to notification
- 33% for work due 7-13 days prior to notification
- 66% for work due 14-20 days prior to notification
- 100% for work due > 20 days prior to notification

## Course Schedule

1	1/6-1/11	Introduction and Welcome	(All readings assume Textbook unless otherwise stated. Supplemental readings in Carmen.) Chapter 1	Join a group/ Syllabus quiz/ Introduction Discussion
2	1/12-1/18	Socialization	Chapters 2 and 3	Socialization Discussion
3	1/19-1/25	Culture	Chapter 6 and Conrad and Poole Chapter 5	Culture Discussion Quiz 1
4	1/26-2/1	Classical Management	Chapter 4	Classical Discussion
5	2/2-2/8	Systems	Miller Chapter 4 Luschinger & Dock Chapters 4 & 5	Systems Discussion Quiz 2
6	2/9-2/15	Human Relations	Hawkins, 1956 article Morse, 1970 article Wijewardena, et al., 2017 article	Human Relations Discussion
7	2/16-2/22	Case Study	No reading	Case Study due Quiz 3
8	2/23-2/29	EXAM 1 Leadership and organizational members	Chapters 7 and 8	Exam 1 open Monday 2/24
9	3/1-3/7	Conflict, Power and Diversity	Chapters 10 and 11	Diversity Discussion
	3/8-3/14	SPRING BREAK		
10	3/15-3/21	Globalization, Technology and Identity	Chapters 12 and 13	Identity Discussion Quiz 4
11	3/22-3/28	Decision Making and Design Thinking	Chapter 9	Design Thinking Discussion
12	3/29-4/4	Strategic Alignment	Eisenberg, et al. Chapter 10	Quiz 5 Project Research roles

				due
13	4/5- 4/11	Transitions and Exits	Chapters 14 and 15	Exit Discussion Final Project due (check due date on Project Guide for your role due date)
14	4/12- 4/18	Presentations	No reading	Presentation responses due
15	4/19- 4/25	Wrapping Up EXAM 2	No reading	Exam 2 4/24



## Supplemental Readings

Eisenberg, E.M., Goodall, H.L., and Trethewey, A.. (2014). *Organizational communication: Balancing creativity and constraint* (7<sup>th</sup> edition). Bedford/St. Martin's; Boston, MA.

Luchsinger, V. & Dock, T. (1976). *The systems approach: A primer*. Kendall Hunt; Debuque, IA.

Miller, K. (2014) *Organizational Communication: Approaches and processes*. Centage Learning/Wadsworth; Stamford, CT.

**Many of our online lessons are supplemented with current articles surrounding that topic from reputable sources. These articles are updated within 1 week of the lesson presentation to ensure you are receiving the most current information. Some weeks will have a number of articles that may take the place of or supplement lecture. Links and citations will be provided.**