COMM 70

Effective Organizational Communication

(#38046) COMM-070.-50Z

Shagun Kaur

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Office Hours [In person in F3-1H]
Wednesday: 1:30 pm - 2:20 pm

Office Hours [Synchronous on Zoom]
Tuesday: 9:30 am - 10:20 am

Hello and welcome to the class,
I am here to help you. If you have outside responsibilities or other potential barriers to completing the work for this course, please come and talk to me *as soon as possible*. Please don't wait until it's too late to get help.

If you have any disability, either temporary or permanent, which might affect your ability to participate fully in the course, please let me know immediately. We can determine what accommodations will be necessary for equitable participation.

Don't be a stranger! I want to learn a little bit about all of you, including your names, and it would help enormously if you would feel comfortable enough to come up and introduce yourself to me before or after Zoom sessions; remember to state your name in emails and discussions, and visit me during my online office hours.

Every single one of you can do well in this class. I expect you to try your best, to put as much into this class as you can and get as much out of this class as you can, to ask me for help when you need it, to ask for and offer support to your classmates, and to work with me to ensure your success.

Finally, I want to stress that ALL students are welcome in my class, regardless of national origin, religious affiliation, ethnicity, gender, sexual orientation, age, physical challenge, socioeconomic status, or cultural background. Let us work to make our classroom an environment of kindness and mutual respect. Even more than our similarities, our differences offer the wealthiest learning opportunities. –   *Shagun Kaur*

COURSE DESCRIPTION:

The course examines the application of organizational communication theories, processes, and functions. It explores topics of ethics, diversity, leadership, teams, networks, and globalization and their role in creating collaborative, equitable, and inclusive work environments.

STUDENT LEARNING OUTCOMES:

- Evaluate and apply organizational communication theories and practices.
- Examine how organizational identity, diversity, and cultural ideologies influence communication processes and outcomes.
- Demonstrate communication skills necessary for effective performance as a knowledgeable and culturally competent organizational team member.
- Evaluate the role of ethical frameworks in organizational communication.

What you need to be Successful in this Course

Textbook & Readings

Required: FREE BOOK: An Introduction to Organizational Communication

The Virtual textbook is available to download/read at:
[https://socialsci.libretexts.org/Bookshelves/Communication/Book%3A_Organizational_Communication_-_Theory_Research_and_Practice]

[**NOTE:** We are not using the entire book. The relevant chapters are available on Canvas. We will also be using readings from other openly licensed sources or linking to external sites like TED]

Access to the Internet and a webcam: Access the class Canvas site, zoom sessions, and an active email address checked thrice weekly.

An Openness to Participating Fully in Class Activities:
Students learn best when presented with various teaching strategies. Not everyone will like every strategy; paraphrasing Lincoln, you can't always make everybody happy. As much as possible, given the constraints of time learning objectives, the class will be organized with a hands-on approach, asking students to engage in discussion, research, analysis, and group work. This creates a fun and engaging learning environment and helps you practice your communication skills.

You will also be asked to participate in various discussions to facilitate this. Your challenge is to keep an open mind and open yourself to the possibility of different opinions being valid. If you are usually quiet or an observer, your challenge will be to take risks, step up, and voice your opinion occasionally.

Students have consistently told me that when they consulted and worked with others in the class, their learning, confidence, enjoyment, and skills increased significantly beyond when they worked alone. So, communicate with your class peers outside this space and time. Don't wait! Approach them! Exchange emails/ phone numbers. Who knows, you might make some new friends. **HAVE FUN!!**

Expectation Agreement

As a student in COMM 70, you are expected to…

- Keep up with this class's assigned readings, videos, and handouts by following the weekly schedule.
- Read and re-read the assignments before the due dates. Your success in this class is dependent on reading and digesting the assignment.
- Stay focused and ready to participate in class.
- Show up for any presentations promptly, ready to engage.
- Participate in civil and respectful class discussions.
- Be an active, engaged, and respectful listener.
- Turn in assignments, discussions, etc., on time.
- Check your class site and emails regularly and promptly respond to classmates.

Graded work for the course

The following is a breakdown of all graded assignments in the class. This will give you a general sense of the class and the expected work. Detailed rubrics and instructions will be on the class Canvas site.

- Weekly Participation (12 @ 5 points each) - **60 Points**
- Discussions (12 @ 20 points each) - **240 Points**
- Ethics Video - **80 Points**
- Case Study Project - **150 Points**
- Job Hunt - **70 Points**
- Assignments - **50 Points**
- Reflection Essay #1 - **30 Points**
- Reflection Essay #2 - **50 Points**

TOTAL POSSIBLE POINTS - 730 Points

Grade Scale

All measurable assignments will be given a point value detailed in the heading "Assignments, Discussions, and Case Study." Your final grade is based on a percentage; the grade scale corresponding to each percentage is listed here.

- 100% - **A+**
- 99% - 93% - **A**
- 92% - 90% - **A-**
- 89% - 88% - **B+**
- 87% - 83% - **B**
- 82% - 80% - **B-**
- 79% - 78% - **C+**
- 77% - 70% - **C**
- 69% - 68% - **D+**
- 67% - 63% - **D**
- 62% - 60% - **D-**
- 59% or below - **F**

Assignment, Discussions, and Case Study

CASE STUDIES: The case study project will be done in groups of 6-7. You will facilitate and participate in a case discussion to analyze critical topics and issues in organizational communication. The case study will culminate into a newsletter, video, or another product requiring preliminary research, multiple draft submissions, and a final submission. It will be based on some/all these topics: organizational structure, leadership, organizational communication, organizational ethics, crisis management, and social responsibility.

JOB HUNT: A vital skill required for effective organizational communication is communicating your goals and vision in a written and verbal manner. Traditionally, this is done via a resume, cover letter, and interview. This assignment is aimed at refining those skills and will include:

a. Draft of Resume [15 pts.]
b. Final Resume [20 pts.]
c. Interview [25 pts.]
d. Peer Evals [10 pts.]

ASSIGNMENTS: A series of tasks during the quarter, like syllabus quizzes, trait tests, guest lectures, etc., to bring real-world examples, content, and expertise to the class content and discussions.

DISCUSSIONS: – Instead of quizzes, midterms, or finals, there will be **12** online discussions to help us collaborate and discuss the course content. These will be online on the class website. ==NOTE: All initial posts to the week's discussion where you respond to one of the questions asked are due by Wednesday of that week by 11:59 p.m. You then have two days till Friday 11:59 p.m. to reply to posts made by at least two classmates and respond to people who have replied to your initial post. Only by completing both steps will you be able to earn full credit for the discussions.==

ETHICS VIDEO: An in-depth analysis using ethical lenses on the ethics of an organization. This assignment will include:

a. Topic Proposal [15 pts.]
b. Preliminary Draft [25 pts.]
c. Final Video [40 pts.]

Note about participation, late work, and other class policies.

1. The timely completion of all readings, assignments, discussions, quizzes, etc., listed in the weekly online schedule will earn you up to 5 participation points for that week. This is monitored and assessed by log-in records, course analytics, and assignment submission dates and times. Missing or late work will result in the loss of these points.
2. All assignments will be turned in/ presented on the due date indicated in the schedule. **Makeup is decided case-by-case; only partial credit is given for late work. I only accept late assignments past 24 hours if you have negotiated that with me in advance or there are extreme circumstances.** It is also your responsibility to keep track of your absences and scores.
3. Online participation includes but is not limited to timely and meaningful participation in all online discussions, timely submission of all assignments, responsible and active participation in group activities, and courteous and responsive communication with all class members.
4. All class policies around late work, participation, etc., are explained in greater detail on the class website. It is imperative and incumbent on you to read them carefully.

Canvas Log-in Instructions

Our COMM 70 class is published on Canvas, De Anza's course management system, and will be accessible at 9 am on the first day of the quarter. You can access this course by logging in with your **MyPortal** credentials.

1. Go to https://deanza.instructure.com (The link to Canvas is also available in **MyPortal** under your Student Tab)
2. Use your **MyPortal** credentials to log in.
3. You will be taken to the Canvas dashboard, where you should see our course.

As an online course, all components of our class (assignment submissions, quizzes, accessing guidelines, and other materials) are conducted via Canvas. I will do my best to ease the transition for you and act quickly in resolving issues I control. **If you experience technical problems with Canvas, contact their technical support at 1-844-592-2207.**

Plagiarism

Don't cheat. It is unethical and, frankly, disappointing. When you cheat, you cheapen what we are doing here in class; you deprive yourself of learning and growth; you sell yourself short; and you betray the time and effort I devote to teaching the class. Many of you do not fully understand plagiarism or how to cite reference materials properly. I am happy to go over this with you.

In short, plagiarism is when you use someone else's ideas without giving them credit or introduce information you learned from a specific source without credit. If you didn't make it up from your mind, you need to provide an in-text citation. **The De Anza Student Handbook specifies that students can be subject to college discipline (including suspension and expulsion) for plagiarism and cheating.**

AI tools, including ChatGPT, are permitted in this course for students who wish to use them. To adhere to our scholarly values, students must cite any AI-generated material that informed their work (this includes in-text citations and/or use of quotations and in your reference list). Using an AI tool to generate content without proper attribution qualifies as academic dishonesty.

Important College Dates

January 20	Last day to add classes
January 21	Last day to drop classes without a W
February 16-19	Presidents' Holiday – no classes; offices closed
March 1	Last day to drop classes with a W
March 25-29	Final Exams

Course Calendar

The weekly calendar contains assignments, discussions, etc., due each week to help guide your planning. The readings, assignment guidelines, due dates, and rubrics are detailed in the **Weekly Overview** for each module on the Canvas class site. The Mock Interview presentation dates are live on ZOOM, and the signup dates are listed below. The sign-up sheets will become available on Canvas a few days before.

I have ensured there are times available on different days of the week, along with morning and evening, to cater to as many work and life schedules as possible. I will make every effort to ensure all speech times listed below are available; however, as the class numbers and needs change, time slots with less than 9-10 people signed up [Job Hunt] will not be available. This is to ensure the parameters of the assignment of working in teams of three are met.

Presentations	Dates and Time Slots [ONLY need to sign up for ONE per presentation] All times are in PST
Mock Interview	1/24/24 ● 8:30 am - 10:30 am ● 6:30 pm – 8:30 pm 1/25/24 ● 10:30 am -12:30 pm ● 6:30 pm – 8:30 pm

Weekly Schedule of Due Assignments

Please note: Please treat this schedule as a checklist of all graded work for each week. The readings, assignment guidelines, due dates, rubrics, etc., are detailed in the **Weekly Overview** for each week on the Canvas class site. You are expected to see and follow this weekly overview on the class site. This is a 200-level [Upper Division], 5-unit class with at least 10-12 hours of work per week. Please plan your time accordingly.

Week 1: Introduction to Organizational Communication
- Discussion#1
- Trait Test

Week 2: Resumes
- Discussion#2
- Prelim Drat of Resume
- Group Justification

Week 3: Organizational Theory
- Discussion#3
- Final Resume
- Mock Interviews
- Mock Interview Peer evaluations

Week 4: Modern Organizations
- Discusssion#4
- Topic Proposal for Case Study
- Reflection Essay#1
- Meeting Minutes#1

Week 5: Leadership
- Discussion#5
- Preliminary Draft for Case Study
- Team Contract
- Meeting Minutes#2

Week 6: External Communication
- Discussion#6
- Team Preliminary Brochure
- Meeting Minutes 3

Week 7: Case Study
- Discussion#7
- Final Brochure

Week 8: Gender and Bias in Organizations
- Discussion#8
- Reflection Essay#2

Week 9: Organizational Ethics
- Discussion#9
- Ethics Video: Topic Proposal

Week 10: Ethics in Leadership
- Discussion#10
- Ethics Video: Lens Analysis

Week 11: Ethical Framework
- Discussion#11
- Ethics Video: Final Summation

Week 12: Finals Week
- Discussion#12