CMST 4101: Organizational Communication
Course Syllabus
Fall 2013

CMST 4101 -- Section 1: MWF 12:30 – 1:20, Coates Hall 237

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Office Hours: Tuesday 2:00 – 4:00,
Thursday 9:30 – 10:30,
or by appointment

Required Textbooks:

Miller, K. (2012). *Organizational Communication: Approaches and Processes* (6th ed.). Boston, MA: Wadsworth Cengage Learning.

*Other class readings will be posted on Moodle

Course Overview & Objectives:

Communication is central to organizations. It can enable organizational members to persuade, motivate, manipulate, insult, lead, facilitate, and it may enhance or undermine relationships. Communication is also central to organizational processes such as decision-making, teamwork, socialization, leadership, and member loyalty. The purpose of this course is to augment your understanding of the relationship between communication and organizations (e.g., for-profit companies, political parties, voluntary associations, and nonprofit groups). Specifically, through this course, you will be given the opportunity to: 1) develop a strong basic vocabulary and understanding of concepts related to organizational communication; 2) examine how communication functions within and between organizations; 3) become familiar with the historical, current, and future functions within and between organizations; 4) gain practice applying theoretical perspectives and concepts to organizational situations and settings; and 5) reflect on and describe your own communicative experiences in organizations.

In order to succeed in CMST 4101, you will be required to work; it's that simple. Each class meeting will require preparation on your part. As many before me have said, *think of this class as your job*. With any job that you intend to keep, you show up on time, get to know your co-workers, and make your best effort while on the job. If you keep this attitude and a positive outlook during the semester, it will help make this a good experience for you.

Course Policies:

Attendance & Participation:

Your attendance at each class meeting is expected. You are expected to attend all classes just as you would be expected to go to work every day if this were any other job. Your class participation grade will be determined based on 15-20 in-class daily assignments/exercises throughout the semester. Daily assignments may include unannounced reading reflections, in-class activities, quizzes, and others. All end-of-class written daily assignments will also be posted as assignments on the Moodle course page and can be completed until midnight on the day that they are assigned. In other words, there will be a mixture of in-class only activities as well as in-class/Moodle written reflections which count for participation points. *In-class activities cannot be made up – you must be present to receive credit.*

Though there are a total of 150 points allocated for class participation, more than 150 points worth of activities will be offered. In other words if you are present for all of the daily assignments, actively participate, and demonstrate understanding of the day's topic, you have the opportunity to earn extra participation points applied to your final class total. *In order to actively participate and prepare for class, you will need to check Moodle for announcements and updated class assignments.* Some daily assignments and additional readings will periodically be posted there.

Technology Policy:

- Laptop computers and similar devices used for note-taking as a learning aid are permitted in class. You should also have paper and a writing utensil on all days for group activities.
- All other technology (smart phones, etc.) are NOT permitted for use during class. The first use during class will result in substantial reduction in overall course participation points (up to 20 points) with an increasing reduction in points for each use thereafter.
- In case of emergencies requiring cell phone access during the class session, see the professor before class for permission.

Late Work:

Major class assignments are to be turned in by the time class starts on the day that they are due. Any work turned in during class time will be considered late and will automatically be reduced by one half letter grade. *In other words if you arrive late to class, the assignment is late and will automatically be penalized one half letter grade.* Assignments submitted after class will receive a substantial late penalty. Assignments will not be accepted for credit after the day that they are due. Unless clearly indicated in the assignment instructions or prior arrangements have been made with the professor, e-mailed work **will not** be accepted. Major class assignments will be accepted prior to the established deadline – you can turn it in early!

Just as with any other job, you would certainly make every effort to contact your co-workers or boss if extenuating circumstances prevented you from meeting an important deadline. The same should be true for this class. *Prior arrangements must be made with the professor if extenuating circumstances prevent you from meeting an important deadline.* If prior arrangements have been made, a penalty of 5% will be assessed to any late work.

If you miss work due to a university approved absence, you will be responsible for coordinating make-up work and should make every effort to make arrangements before the absence when possible. If a student is absent the day an assignment is due and has not made prior arrangements with the instructor, any missed work will be considered late and will not be accepted.

Grade Appeals // The 24/7 Policy:

With any returned graded work, you should wait 24 hours before submitting an appeal of grade. If you feel an error has been made in the grading of an assignment and would like to have the grade reviewed, you should submit a typed statement explaining the reason for the review and the original graded assignment to Dr. Jones-Bodie within seven days of receiving the graded assignment. No grade adjustments will be made after the seven-day period.

Grading:

This class will be based on a system of 1000 points:

Class Participation & Assignments	150 pts	(15%)
Mid-content Exam	200 pts	(20%)
Final Exam	200 pts	(20%)
Case Study 1	100 pts	(10%)
Case Study 2	150 pts	(15%)
Case Study 3	200 pts	(20%)

For Case Study 3, you will be required to conduct a 30-45 minute interview with an organizational member of your selection, transcribe and analyze the interview, and prepare an analysis of the interview findings in light of theoretical concepts explored in the course.

Your final grade assignment will be based on your total score at the end of the semester.

Final grades will be assigned as follows:

900-1000 points	A
800-899 points	B
700-799 points	C
600-699 points	D
599 points or less	F

Format for Assignments and Class Research:

When citing references, you should use APA style (sample citation formats can be found in your textbook). In addition, all work turned in should be typed, double-spaced, stapled when needed, and should be proofread for both style and content. Points will be deducted for not following these guidelines.

Plagiarism:

Do your own work honorably and well, giving credit to your sources. You are responsible to abide by the LSU policies about academic dishonesty, including but not limited to the following: Do not collaborate on an assignment unless it is expressly allowed; do not let someone else write something and turn it in on your behalf; do not use an outside source without giving credit. Instances of academic dishonesty will have consequences ranging from failure of an assignment to failure of the course and referral to the Dean of Students.

LSU Commitment to Community:

Louisiana State University is an interactive community in which students, faculty, and staff together strive to pursue truth, advance learning, and uphold the highest standards of performance in an academic and social environment. It is a community that fosters individual development and the creation of bonds that transcend the time spent within its gates. To demonstrate my pride in LSU, as a member of its community, I will:

- Accept responsibility for my actions;
- Hold myself and others to the highest standards of academic, personal, and social integrity;
- Practice justice, equality, and compassion in human relations;
- Respect the dignity of all persons and accept individual differences;
- Respect the environment and the rights and property of others and the University;
- Contribute positively to the life of the campus and surrounding community; and
- Use my LSU experience to be an active citizen in an international and interdependent world.

The continued success of LSU depends on the faithful commitment by each community member to these, our basic principles.

ADA Statement:

The Americans with Disabilities Act and the Rehabilitation Act of 1973 ... If you have a disability that may have some impact on your work in this class and for which you may require accommodations, please see a Coordinator in the Office for Disability Services (112 Johnston Hall) so that such accommodations may be arranged. After you receive your accommodation letter, please meet with me to discuss the provisions of those accommodations as soon as possible.

CMST 4101: Fall 2013: Anticipated Semester Schedule

Note: Detailed information for assignments, tests, readings, and discussion topics will be posted on moodle. You should check moodle for the most up-to-date listing of course assignments and readings.

SEMESTER DATES:

Aug 26 – 30	Lecture & Discussion
Sept 2	NO CLASS: LABOR DAY HOLIDAY
Sept 4 - 20	Lecture & Discussion
Sept 23	Case Study 1 due
Sept 25 – 30	Lecture & Discussion, Test 1 Review
Oct 2	Test 1
Oct 4 - 23	Lecture & Discussion
Oct 25	Case Study 2 due
Oct 28 – Nov 6	Lecture & Discussion
Nov 8	NO CLASS: FALL BREAK
Nov 11 - 15	Lecture & Discussion
Nov 18	Test 2
Nov 20 - 25	Lecture & Discussion
Nov 27 – 29	NO CLASS: THANKSGIVING BREAK
Dec 2 – 6	Lecture & Discussion // CS3 Meetings
Section 1 – Final Exam Period: Dec 12 (Thursday), 10:00 – noon *CS3 due during assigned exam period	

SCHEDULE of LECTURE/DISCUSSION TOPICS:

		TOPIC	READING	
I. COURSE INTRODUCTION				
WEEK 1	A.	Introductions & Class Overview		
	B.	Class Specifics; Discussion Topic: What is Organizational Communication?	Ch1	
II. APPROACHES TO ORGANIZING				
	A.	Classical Approaches	Ch2	

	B.	Human Relations Approaches	Ch3	
	C.	Human Resources Approaches	Ch3	
	D.	Cultural Approaches	Ch5	
	E.	Systems Approaches	Ch4	
	F.	Critical Approaches	Ch 6	
III. ORGANIZATIONAL PROCESSES				
	A.	Socialization Processes	Ch7	
	B.	Decision Making	Ch8	
	C.	Work/Life Issues		
	D.	Conflict	Ch9	
	E.	Leadership	Ch10	
	F.	Organizational Change	Ch10	
IV. COMMUNICATIVE ISSUES in CONTEMPORARY ORGANIZATIONS				
	A.	Organizations & Technology	Ch 13	
	B.	Working over Distance	Ch13	
	C.	Diversity Processes	Ch12	
	D.	Social Support & Emotion Processes	Ch 11	
* RESEARCH WORKSHOPS [Inserted throughout the semester]:				
	[R1]	Research Workshop 1: Introduction to Case Study Research		
	[R2]	Research Workshop 2: Interview Preparation		
	[R3]	Research Workshop 3: Interview Debriefing		
	[R4]	Research Workshop 4: Designing, Conducting, and Analyzing a One-on-One Interview		
	[R5]	Research Workshop 5: Case Study 3, Interview Transcript Assessment		
	[R6]	Final Case Study Workshop		