COMM 70
Effective Organizational Communication

* (#45544) COMM-070.-50Z

Shagun Kaur

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

Office Hours [Synchronous on Zoom]
Tuesday and Thursday: 4:30 pm - 5:20 pm

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]

Supplies:
One package of 3*5-inch index cards.

Access to the Internet and a webcam:
To access the class Canvas site, zoom sessions, and access an active email address that is checked at least thrice during the week.

An Openness to Participating Fully in Class Activities:

I believe that students learn best when presented with various teaching strategies.

Not everyone will like every strategy; to paraphrase. Lincoln, you can't make everybody happy all the time.

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 speeches. 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. If you are usually a talker, your challenge will be listening more and talking less. If you are usually quiet or an observer, your challenge will be to take risks and speak up occasionally. Students have consistently told me that when they consulted and/or 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 the confines of this room 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 the assigned readings, videos, handouts for this class by following the weekly schedule.
- Read and/or 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 in a timely manner, ready to engage.
- Participate in civil & respectful class discussions.
- Be an active, engaged, and respectful listener.
- Turn in assignments, discussions etc. on time.
- Check you class site and emails regularly and respond to classmates in a timely manner.

Assignment, Discussions & Case Studies

All measurable assignments will be given a point value listed below. Your final grade is based on a percentage and the grade scale corresponding to each percentage is given in the table below.

Weekly Participation (12 @ 5 points each)	60 Points
Discussions (12 @ 20 points each)	240 Points
Ethics Paper	80 Points
Group Case Study	150 Points
Job Hunt	70 Points
Assignments	40 Points
Reflection Essay #1	30 Points
Reflection Essay #2	50 Points
TOTAL POSSIBLE POINTS	**720 Points**

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

CASE STUDIES: The case study presentation will be done in a group of 6-7. You will facilitate and participate in a case discussion aimed at analyzing key topics and issues in organizational communication. The case study presentation will require preliminary research, multiple draft submissions, and a presentation. It will be based on some/all these topics: organizational structure, leadership, organizational communication, organizational ethics, crisis management and social responsibility.

JOB HUNT: An important skill required for effective organizational communication is the ability to communicate your goals and vison in a written and verbal manner. Traditionally this is done via a resume, cover letter and in an 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 like syllabus quizzes, trait tests, guest lectures, etc., during the quarter 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 PAPER: 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 Draft [40 pts.]

Note about participation.

Timely completion of all readings, assignments, discussions, quizzes, etc. listed in the weekly schedule online will earn you up to 5 points of participation for that week. This is monitored and assessed by log-in records, course analytics, and assignment submission dates and times. Missing or being late will result in the loss of these points.

General note about participation, late work, and other class policies

1. 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.
2. 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; courteous and responsive communication with all class members.
3. 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.

Our COMM 70 class is now published on Canvas, De Anza's course management system. You can access this course by logging in with your **MyPortal** credentials.

1. Go to https://deanza.instructure.com (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 a hybrid course, many 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 issues 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 betray the time and effort I devote to teaching the class. I understand that 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, if you use someone else's ideas without giving them credit, or introduce information you learned from a specific source without credit, that is plagiarism. If you didn't make it up from your own 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.*

Important College Dates

April 22	Last day to add classes
April 23	Last day to drop classes without a W
May 27-29	Memorial Day – no classes; offices closed
June 2	Last day to drop with a W
June 19	Juneteenth Holiday – no classes; offices closed
June 26-30	Final Exams

Course Calendar

The assignments, due dates, and points are detailed in the **Weekly Overview** for each module on the Canvas class site. The Mock Interview and Case Study Presentation date are listed below, and sign-up sheets will become available a few days before on Canvas.

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 am going to make every effort to make sure all speech times listed below are available, however as the class numbers and needs change, time slots that have less

than 9-10 people signed up [Job Hunt] or two groups signed up [Case Study] will not be available. This is to meet the live audience requirement for the class.

Presentations	Dates and Time Slots [ONLY need to sign up for ONE per presentation] All times are in PST
Job Interview	**4/26/23** ● 2:30 pm -4:30 pm ● 6:30 pm – 8:30 pm **4/27/23** ● 9:30 am -11:30 am ● 6:30 pm – 8:30 pm **4/28/23** ● 11:30 am -1:30 pm
Case Study Presentation #1 [Only three-time slots from the ones available will be finalized for presentations] ● Each group picks one date and time by mutual agreement. ● Each slot must have at least 2 groups willing to present. ● All team members **MUST** be present for the entire time.	**5/24/23** ● 2:30 pm -4:30 pm ● 6:30 pm – 8:30 pm **5/25/23** ● 9:30 am -11:30 am ● 6:30 pm – 8:30 pm **5/26/23** ● 11:30 am -1:30 pm ● 2:00 pm – 4:00 pm