

University of Wisconsin – Stevens Point
Division of Communication

Communication 240: Introduction to Organizational Communication

Tuesday/Thursday 9:35 – 10:50

Instructor: Cade Spaulding, Ph.D. Office: CAC 235 Email: cade.spaulding@uwsp.edu Office Phone: 715-346-3925 Office hours: Mondays 2:15-3:15, Thursdays 11:15-12:15, and by appointment

Course Introduction and Description

Communication is at the heart of management, leadership, employee motivation, hiring, layoffs, training & development, production & profit, networking, change, decision-making, planning, and many other processes that happen within organizations. From churches to corporations to nations, communication through symbols, structured processes, cultural norms, and systems of interaction is what brings an organization into existence and is at the heart of what fundamentally defines one organization from another. Finding ways to better understand how these patterns of communication come into being, how they function, who they impact, and how we can change them is at the heart of the organizational communication discipline.

This course provides an introduction to organizational communication theories and workplace practices (UWSP 2010-2011 Course Catalog) through class discussion, lecture, in-class activities, group projects, and individual papers.

Learning Outcomes:

Students will be able to:

- Identify and explain foundational organizational communication theories and processes.
- Assess the role communication plays to maintain and/or transform organizations.
- Examine how individuals are influenced (and exert influence upon) social, cultural, and political organizations.
- Solve problems facing businesses, nonprofits, and government entities using organizational theories and processes.

Required Books

Miller, K. (2012). *Organizational Communication: Approaches and Processes* (6th Edition). Belmont, CA: Wadsworth Cengage Learning.

Luhman, J. T. and Cunliffe, A. L. (2013). *Key Concepts in Organization Theory*. Thousand Oaks, CA: Sage. (please purchase online no later than week 3)

Course Assignments and Grading

Assignment	% of Final Grade
Class Citizenship	10%
Preparation, In-Class Activities, Civility	
Exams	40%
Midterm Exam	20%
Final Exam	20%
Final Team Research Paper	50%

Grade Percentage Distributions

(Grades will be assigned using the following scale)

Letter	Percentage Points
A =	100 - 93
A- =	92.9 - 90
B+ =	89.9 - 87
B =	86.9 - 83
B- =	82.9 - 80
C+ =	79.9 - 77
C =	76.9 - 73
C- =	72.9 - 70
D+ =	69.9 - 67
D =	66.9 - 63
D- =	62.9 - 60
F =	Below 60

Course Policies

Attendance: I will not take attendance in this class. However, you will not pass this course without regular attendance and consistent participation and preparation for class. You must be present to learn this material and benefit from class discussion. Any activities missed for being late or absent cannot be made-up and associated points will be lost.

Meet some people in class and fill out the following contact information early in the semester so you can get notes/homework etc. from someone if you miss class:

Comm 240 Class Member Contact Info			
Student Name	Phone #	Email	Other

Late Work: I generally don't accept late work. If you know you will be missing class on a certain day – turn in your work before the day you will miss class to get credit. Assignments must be submitted in D2L drop box on the due date to be accepted.

Group Work Guidelines

In this course, you will be assigned to work with a group of other students for a major assignment. To facilitate a positive group experience for everyone each student is expected to participate and carry an equal share of the planning, research, and delivery of a high quality presentation. You will receive additional instruction on effective group management during class.

Students with Disabilities

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you believe you have a disability requiring an accommodation, please contact the Office of Disability Services, Student Services Center Room 103, call 715-346-3365, or email disserv@uwsp.edu.

Academic Integrity

Be honest in what you do in this class. Do your own work and hold yourself to the highest standard of integrity and hard work. Plagiarism is a big deal and is not tolerated in my classroom. Those caught plagiarizing will face charges of academic misconduct which may result in any of the following:

1. failing grade on the assignment
2. failing the course
3. university expulsion

Talk with your instructor and/or refer to Chapter 14 of the Wisconsin Administrative Code: "Student Academic Standards and Disciplinary Procedures"

(<http://www.uwsp.edu/admin/stuaffairs/rights/rightsChap14.pdf>) if you have any questions.

Community Rights and Responsibilities

As a UWSP student you have the right to receive fair and equitable evaluations based on course objectives outlined in the syllabus and without reference to personal or political views. You have the right to expect timely and accurate information and feedback about your progress and achievements in this course. You also have the responsibility to participate fully in the learning experience and to complete all course requirements. Please refer to the following link for more specific rights and responsibilities afforded to you as a UWSP student:

<http://www.uwsp.edu/admin/stuaffairs/rights/rightsCommBillRights.pdf>.

Course Assignment Descriptions

Class Citizenship

Your class citizenship grade will be calculated based on your:

- 1) Demonstrated preparation for class by accomplishing the assigned readings so you are prepared to actively engage in class discussion, in-class activities, etc. Those who come unprepared for class (especially on a consistent basis) will receive a low to failing grade on class citizenship.
- 2) Active positive contributions to class discussion, in-class activities, etc. Learning is not a 'side-line' sport – be on time for class, work hard and choose now to become actively involved.
- 3) Civility is expected in this class. We show civility by treating one another with respect, courtesy, and tolerance for anyone who shares views different from our own. We may not always agree with one another, but we can (and should) be able to disagree without becoming 'disagreeable'. This attribute is a sign of maturity and is at the core of what it means to support diversity on campus and in our communities.

Exams

We will have two exams in this class – a midterm and final. More information on this will be coming as we approach these days on the calendar.

Final Team Research Paper

During the second week of class you will be put into teams to begin working on the final team research paper. This will involve selecting an organization (local or national) you want to research as a group. You will be applying what we learn in the course to this organization to better understand it. I will be providing more details during Week 2.

COMM 240 Course Calendar

* Assignments/reading **due** on the day scheduled below

Wk	Day	Class Topic	Assignments
1	01/24	Introductions & Overview of Course	
	01/26	What is Organizational Communication?	READ: Miller, Miller, Ch. 1
2	01/31	Classical Approaches	READ: Miller, Ch. 2 Luhman & Cunliffe, <i>Authority & Bureaucracy</i> (pp.10-18)
	02/02	Classical Approaches	READ: Luhman & Cunliffe, <i>Scientific Management</i> (pp. 150-153)
3	02/07	Human Relations Approaches	READ: Miller, Ch. 3
	02/09	Human Resources Approaches	READ: Miller, Ch. 3 Luhman & Cunliffe, <i>Organization Structure and Design</i> (pp. 105-110), <i>Cooperativism</i> (pp. 34-38)
4	02/14	Systems Approaches	READ: Miller, Ch. 4
	02/16	Systems Approaches	READ: Miller, Ch. 4 Luhman & Cunliffe, <i>Systems Theory</i> (pp. 166 – 169), <i>Organizational Learning and Knowledge Management</i> (pp. 123-132)
5	02/21	Systems Approaches	READ: Miller, Ch. 4 Luhman & Cunliffe, <i>Complexity Science</i> (pp. 24-27)
	02/23	Cultural Approaches	READ: Miller, Ch. 5
6	03/28	Cultural Approaches	READ: Luhman & Cunliffe, <i>Organizational Culture</i> (pp. 118 – 122), <i>Organizational Space</i> (pp. 134 -139), <i>Structuration Theory</i> (pp. 162-165)
	03/02	Critical Approaches	READ: Miller, Ch. 6
7	03/07	Critical Approaches	READ: Luhman & Cunliffe, <i>Control</i> (pp. 30-33), <i>Postmodern Turn and Organization Studies</i> (pp. 140-144), <i>Power and Politics</i> (pp. 145-149)
	03/09	Catch-up Day/Topic TBA	
8	03/14	Midterm Exam Review	
	03/16	Midterm Exam	
9	03/21	SPRING BREAK - NO CLASS	
	03/23		
10	03/28	Assimilation	READ: Miller, Ch. 7
	03/30	Assimilation	READ: Miller, Ch. 7

11	04/04	Decision-Making	READ: Miller, Ch. 8
	04/06	Decision-Making	READ: Miller, Ch. 8
12	04/11	Conflict Management	READ: Miller, Ch. 9
	04/13	Conflict Management	READ: Miller, Ch. 9
13	04/18	Organizational Change	READ: Miller, Ch. 10 Luhman & Cunliffe, <i>Life Cycle Models (pp. 94-98)</i> , <i>Organizational Change (pp. 111-117)</i>
	04/20	Leadership	READ: Miller, Ch. 10 Luhman & Cunliffe,
14	04/25	Emotion	READ: Miller, Ch. 11 Luhman & Cunliffe, <i>Alienation Theory</i>
	04/27	Technology	READ: Miller, Ch. 13
15	05/02	Work Day – no class.	Final Team Research Papers Due
	05/04	Final Team Research Presentations	
16	05/09	Final Team Research Presentations	
	05/11	Final Exam Review Day	
17	05/16	Final Exam Period 10:15 – 12:15	