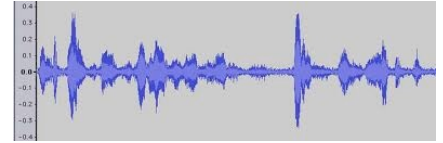


Comm. 383/583 : Interpersonal Communication in the Organization
Autumn 2018



Prof. Timothy Halkowski
Comm. 383
M & W 3:30 - 4:45pm
CAC 204

Office Hours: T & F, 2-3pm, & by appt.
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COURSE RATIONALE & OBJECTIVES

We spend much of our lives interacting with others in institutional contexts. Whether in schools, workplaces, public services (police, fire, 911 emergency centers) medical settings, industries, etc., we interact with agents and representatives of institutions. In addition, we ourselves act as agents or ‘faces’ of institutions. When we do so, we are doing communicative and interactional performances that are quite elaborate and structured.

People working in any institutional setting need to have ways of interacting and communicating with others outside of the institution, and looking at those ways in detail gives us new insight into how different institutions work.

In this course we will analyze -
interactions between ‘lay people’ and institutional/organizational ‘agents’,
interpersonal communication within organizations (i.e., how people use communication to instantiate the organization), &
how role performances help to create or instantiate work settings.

At the conclusion of this course, you will be able to identify, describe and analyze features of interpersonal communication as it relates to organizations and their structure.

Program Competencies for the Division of Communication

By the time they graduate, students should be able to

1. communicate effectively using appropriate technologies for diverse audiences;*
2. plan, evaluate and conduct basic (quantitative and qualitative) communication research;
3. use communication theories to understand and solve communication problems;*
4. apply historical communication perspectives to contemporary issues and practices;* and
5. apply principles of ethical decision making in communication contexts.

In this course we will address *aspects* of all of the above competencies.

REQUIRED READINGS

The main textbook for this course is *Talk in Action: Interactions, Identities & Institutions*, by John Heritage & Steve Clayman.

In addition, there will also be some required course readings available as electronic reserves pdf files, located on the course D2L website. All the readings are pitched at a fairly difficult level, so you will need to take notes when you read, and be ready to discuss and ask questions about assigned readings in class.

Undergraduates:

ASSIGNMENTS & GRADING:

MIDTERM (IN CLASS PORTION)	100
MIDTERM (TAKE HOME PORTION)	100
IN CLASS & TAKE HOME EXERCISES	100
FINAL EXAM	100

TOTAL	400 POINTS

Graduate students:

Course paper	300
<u>In class & take home exercises</u>	<u>100</u>
Total	400 points

A standard grading scale will be used to assign final course letter grades.

94 - 100 = A	74 - 76 = C
90 - 93 = A-	70 - 73 = C-
87 - 89 = B+	67 - 69 = D+
84 - 86 = B	60 - 66 = D
80 - 83 = B-	< 60 = F
77 - 79 = C+	

COURSE POLICIES

Because they may interfere with the navigational systems of your professor, all cell phones need to be turned off & securely stowed.

Late assignments will generally not be accepted, unless you can document the reason in an acceptable manner.

The University has strict policies regarding Academic Integrity. It is your responsibility to read, understand, and abide by those policies (on the University web site).

I will not take attendance in this course. But of course those who attend class tend to do better on assignments, exams, & course papers. Borderline grades at the end of the semester will be affected by your participation in the class discussions.

Disability services:

If you have a documented disability and verification from the **Disability and Assistive Technology Center** and wish to discuss academic accommodations, please contact your instructor as soon as possible. It is the student's responsibility to provide documentation of disability to Disability Services and meet with a Disability Services counselor to request special accommodation *before* classes start. The Disability and Assistive Technology Center is located in 609 Learning Resource Center and can be contacted by phone: (715) 346-3365 (Voice), (715) 346-3362 (TDD only), or email: datctr@uwsp.edu

Office Hours: Please make use of office hours. Students who use office hours to discuss difficult aspects of classes tend to manage those problems and succeed. Students who wait until a problem has snowballed usually have too big a mountain to climb at the end of the semester, and sometimes end up having to dropping a class.

<u>Date</u>	<u>Topic</u>	<u>Readings</u>
Sept 5	Intro to the Class	
Sept 10 - 12	Talk & social institutions	Heritage & Clayman pp. 1-50
Sept 17 - 19	Role	Halkowski - 'Role'.
Sept 24 - 26	Footing	Goffman - 'Footing'
Oct 1 - 3	Emergency Services	Heritage & Clayman pp. 51-100.
Oct 8 - 10	Dr-Pt 1	Heritage & Clayman pp. 101-134
Oct 15 - 17	Dr-Pt 2	Heritage & Clayman pp. 135-170
Oct 22 - 24	Midterm Exam Review In-Class Midterm Exam	
Oct 29 - 31	Audiences & Speeches Take Home midterms due	Heritage & Clayman pp. 263-279
Nov 5 - 7	TBA	TBA
Nov 12 - 14	News interviews	Heritage & Clayman pp. 215-262
Nov 19 - 21	Manipulating the Institution	Raymond & Zimmerman - 'Rights & Responsibilities.'
Nov 26 - 28	Education	Pillet-Shore - Doing 'okay' Hoey - Rejecting applicants to University
Dec 3 - 5	Managing an aviation emergency	Garcia - Miracle on the Hudson
Dec 10 - 12	TBA & Final Exam Review Session	T.B.A.
Dec 18	FINAL EXAM	