

Course Syllabus

BUS 301: Oral Communication for the Business Professional

The objective of this course is to help you expand your awareness and comfort zone during professional interactions, so you can become more deliberate and strategic in your communication approach.

Instructor Information



- Name: Mary Jae Kleckner, Ph. D.
- Office Location: N/A
- Virtual Office Hours:
 - Mondays and Wednesdays, 12:00 – 2:00 pm via email or Zoom
- E-mail Address: mary.kleckner@uwsp.edu

* If you need a response within 24 hours, make sure your email subject line 1) succinctly indicates your specific area of concern (assignment, event, etc.) and 2) includes BUS 301 and your specific section number (or meeting time).

Course Information

Virtual Workdays: Tuesday

Synchronous virtual meetings: Thursday 11:00 - 12:15 pm (Section 1C)
12:30 - 1:45 pm (Section 2C)
2:00 - 3:15 pm (Section 3C)

If you are unfamiliar or uncomfortable with Canvas, please register for this self-paced [Student Training / Canvas Orientation course](#) to avoid becoming frustrated and confused.

Course Outcomes

Students who successfully complete this course will progress in the following areas:

Connecting (Unit 1): Weeks 1-5

- Develop strategies for overcoming communication obstacles and anxiety
- Anticipate and incorporate diverse perspectives into communication

Persuading (Unit 2): Weeks 6-9*

- Employ ethical, logical, and well-supported persuasive techniques
- Evaluate and construct reasoning in applied, business-specific contexts

Public Speaking (Unit 3): Weeks 10-11

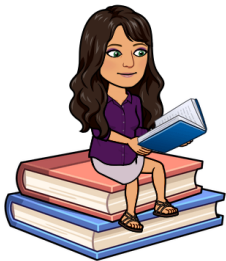
- Develop a smooth, succinct, professional, and engaging speaking style
- Create credible, engaging messages that appeal to audience interests

Collaborating (Unit 4): Weeks 12-15

- Demonstrate effective collaboration skills in team settings and with diverse audiences
- Analyze and effectively manage interpersonal conflict in team settings and with diverse audiences


*This course is part of a pilot program to integrate Critical Thinking across the Curriculum. Critical Thinking is purposeful, reflective reasoning about what conclusions to draw or actions to take. With diligent effort on their part, students will also attain this Critical Thinking Outcome this semester.

Course Texts



Most of the course texts listed below are available in the University Bookstore through the Text Rental program. You can download a free pdf copy of the *Handbook for Early Career Success* by clicking on the title. Hard copies are available for about \$6 on [Amazon.com](https://www.amazon.com).

Required:

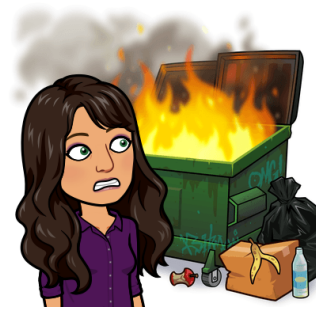
- [*Handbook for Early Career Success*](#)  by Steven Lurie
- *Networking for People who Hate Networking* (2nd Ed.) by Devora Zack
- *HBR Guide to Persuasive Presentations* (12th Ed.) by Nancy Duarte
- *The Team Handbook* (3rd Ed.) by Peter R. Scholtes, Brian L. Joiner, and Barbara J. Streibel

Course Grade

Your final grade in this course is based on the percentage of possible points you earn by the end of the semester:

Grade	Range	Grade	Range
A	100 %to 94.0%	C+	< 80.0 %to 77.0%
A-	< 94.0 %to 90.0	C	< 77.0 %to 74.0%
B+	< 90.0 %to 87.0%	C-	< 74.0 %to 70.0%
B	< 87.0 %to 84.0%	D+	< 70.0 %to 67.0%
B-	< 84.0 %to 80.0%	D	< 67.0 %to 61.0%
		F	< 61.0 % to 0.0%

If you are concerned about your performance in the course, please talk to me – especially if you feel confused or overwhelmed. Effective communication works two ways, and I can't help if you don't ask. Don't let a small problem become a major crisis because we didn't talk.



Late Work

Assignment deadlines are typically coordinated with class activities, so completing them properly and submitting them on time is tied directly to the value of the activity and its relevance to the course. For the occasional case where life gets in the way, I handle all missed deadlines as follows:

1. Because you have more than 48 hours to complete exams, *I will not extend the closing date for any reason*. Please plan ahead, and take them early if you seem prone to last-minute calamities.
2. *If you know you will need a deadline extension*, you may submit a request via email up to 24 hours before the deadline to receive a 24-hour extension without penalty. *List "deadline extension request" and the assignment name in the subject line. As long as you follow these instructions, you can assume your extension request is approved.*
3. *If you did not meet the criteria in #2*, submit the late assignment as close to the deadline as possible. If you submit it before I finish grading that assignment for your section, you will still get credit. Expect a 25% reduction in your grade per 24-hour period. Late written assignments do not receive any instructor feedback or revision opportunities.

4. *If your assignment is more than four days (96 hours) late*, it will not receive any credit, feedback, or revision opportunity. **NOTE:** Multiple missed deadlines *will* have an impact on your final grade. Their impact **is not negotiable**, even if it turns out they cost you a passing grade in the course.

These policies are meant to help keep students on track... I prefer not to use them as punishment. If you decide you will need an extension, all you have to do to get one is **contact me via email at least 24 hours in advance**. The policies outlined above will also apply to your extended deadline.

Extra Credit

A few writing opportunities are posted to Canvas for 5 points of extra credit each. Also look closely for "Easter Eggs" in Canvas and on printed handouts. If you are the first student to locate a typo in my course materials, discreetly notify me by sending the location and a brief description of the typo [via email \(mailto:mary.kleckner@uwsp.edu\)](mailto:mary.kleckner@uwsp.edu). Include "Easter Egg" in the subject line, along with BUS 301 and your section number, and you will receive 1 extra credit point per typo.

Course Expectations and Policies

1. Stay engaged and participate during class.

Physically (or virtually) showing up is sometimes enough to receive credit; however, mentally engaging in class material is always critical to *learning*. Many behaviors tell those around you whether you are actively engaged in what's going on. Central Wisconsin employers have identified several of them as critical to career success:

- Listen actively and attentively
- Consistently and comfortably ask for clarification or feedback
- Employ effective questioning techniques
- Accept constructive criticism without deflection or defensive behavior

To make sure you stay engaged and demonstrate these behaviors during class, please set your phone to vibrate and put it away* (i.e., keep it *off* the table) during class unless I specifically tell you otherwise. Students who intently stare at their lap during class or otherwise demonstrate they are not mentally present *will* be marked absent. If their disengagement becomes distracting to others, I will ask them to leave.

* If you use an electronic device to accommodate a disability, you must provide documentation from the [Disability and Assistive Technology Center \(DATC\)](#). Scroll down to "Academic Support and Accommodations" for more information.

2. Do your own work.

In other words, don't try to cheat your way through this class. Just don't.

DON'T



The minimum penalty for academic misconduct is an F on the assignment. You are responsible for knowing what constitutes academic misconduct. "I didn't know" will **not** be a valid excuse.

If you aren't sure what plagiarism is or how to avoid it, please visit my course guidelines on [Avoiding Plagiarism](#). For more information, see Chapter UWS 14 of the Wisconsin Administrative Code, "[Student Academic Disciplinary Procedures](#)"

3. Monitor your Canvas courses and UW-SP email regularly.

Don't rely solely on class reminders – check your email messages and log into your Canvas account at least 2-3 times a week. If you encounter technical problems please let me know, but to resolve those issues you should also contact the resources below:

	UWSP Help Desk	Canvas Support
Phone:	<ul style="list-style-type: none">• 346.4357 (on campus)• 877.832.8977 (off campus)	<ul style="list-style-type: none">• 833.828.9804
Email/chat:	<ul style="list-style-type: none">• itsvdesk@uwsp.edu (mailto:itsvdesk@uwsp.edu)	<ul style="list-style-type: none">• Click "Help" in the Canvas navigation menu• Canvas Student Guides• Canvas Video Guides
Web resources:	<ul style="list-style-type: none">• Information Technology home page• IT Service Desk	

Visit my [Canvas Resources page](#) for more information about navigating Canvas.

4. Follow Instructions.

I provide specific instructions for each assignment. Read them carefully, as you will be accountable for the criteria described in each assignment's instructions (and this syllabus). I am happy to answer questions about grading criteria, so be sure to ask me if you need clarification on the instructions.

5. Meet deadlines.

To keep things simple and organized, students must complete all assignments as instructed and submit them by the deadline in the Canvas calendar. If you need an exception or extension, you must make alternative arrangements with me at least 24 hours in advance to avoid a grade penalty. Review "Late Work" policies above for more specific information.

6. Talk to me.

My office hours are posted at the top of this syllabus -- if you have questions or concerns, you are welcome to call or stop by during those times and talk them over with me. If they pertain to a specific assignment, please talk to me *before* the assignment is due. You are always welcome to email me if you prefer, but you may wait longer to receive a response.



7. Document your sources properly.

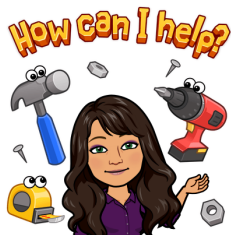
All written assignments should follow the Publication manual of The American Psychological Association (6th ed.) guidelines for documentation. Expect to lose points for citations and references that do not meet APA formatting standards. See [Course Guidelines on Source Documentation](#) for more information and resources, and download my [APA Guidelines handout](#) for specific formatting instructions and examples.

8. Proofread Carefully.

In addition to instructions I provide for each assignment, all written work (including presentation slides) must observe basic grammar, spelling, and punctuation rules. Review these [Proofreading Guidelines](#) to see which errors will cost you points. Any written assignment with a distracting amount of spelling and grammatical errors will be returned ungraded and must be revised and resubmitted. Revisions can earn no higher than 75%.

For more information about university policies, review UW-Stevens Point's [Rights and Responsibilities](#) (<https://www.uwsp.edu/perkins/Pages/Rights-and-Responsibilities.aspx>).

Academic Support and Accommodations



I am always eager to assist you if you are confused or have questions about course materials and assignments; however, if you feel you need additional help, below are some places to find it.

If you need assistance:

The [Mary K. Croft Tutoring-Learning Center](#) (<https://www.uwsp.edu/tlc/Pages/default.aspx>) located in room 018 of the Learning Resources Center offers a variety of academic support services, including:

- Writing and Reading Consultations if you are struggling with a tough writing or reading assignment
- Technology Tutoring Services if your computer skills aren't up to speed
- Academic Skills Specialists if you are struggling with study skills, time management, or other general academic challenges.

The Writing Lab consultants are successful UWSP students who can discuss any type of writing at any stage of the drafting process; including brainstorming, outlining, and research or citations. They work with experienced writers as well as struggling writers; we believe that everyone benefits from discussions about their writing.

- Writing Lab services are currently being provided virtually via Zoom
- Consultation sessions are by appointment. Some short notice times may be available
- Written work can be shared with consultants for feedback via [this online form \(https://www.uwsp.edu/tlc/Pages/online-writing-lab-request.aspx\)](https://www.uwsp.edu/tlc/Pages/online-writing-lab-request.aspx)
- All Writing Lab services are FREE

If you have questions or would like to make an appointment, please contact the TLC via email (tlctutor@uwsp.edu) or phone (715-346-3568).

If you require accommodations:

Please speak with me the first day of class if you know or suspect that you have a recognized disability. Although course standards cannot be lowered, appropriate accommodations may be available to you under certain circumstances. **You must make an appointment with the [Disability and Assistive Technology Center \(DATC\)](#) as soon as possible to be eligible for accommodations.**

Smiley Professional (Pro Pointer) Events

Several UWSP departments and programs, including the School of Business & Economics, sponsor **Smiley Professional Events** (or **Pro Events**).

Pro Events connect you to:

- *Campus* (e.g., academic coaching, student clubs);
- *Community* (e.g., Rotary, Business Council); and
- *Careers* (e.g., internships, networking).

As an SBE student, you will be able to choose from a wide variety of speakers, workshops and special events. With over 300 events per year on the Pro Events calendar, you will have significant flexibility in selecting your events. Whatever you choose, Pro Events will help you to make the most out of your time as a student and to prepare for transitioning into a successful career.

Visit the Pro Events web site (proevents.uwsp.edu) for announcements of upcoming events. You can also follow us on social media.

- Facebook: [UWSP School of Business & Economics](https://www.facebook.com/uwspbusiness) (<https://www.facebook.com/uwspbusiness>)
- Twitter: [@UWSPBusiness](https://twitter.com/uwspbusiness) (<https://twitter.com/uwspbusiness>)

For this course, you must attend **two** official Pro Events. One event must be before the mid-semester cut-off of **Mar. 19**; a second event must be before the end-of-semester cut-off (**May 14**). If you go to extra events before the mid-semester cut-off, those credits will carry over into the second half of the semester. Attendance at each event will count for 10 points towards your final grade.

As we continue Pro Events during COVID, there will be a variety of ways to earn your credits:

- Attend virtual (Zoom) events in real time; receive attendance credit directly by signing in with your Point card.
- Watch recordings of past events; receive attendance credit after you submit report via Anderson Center Canvas page.
- Attend occasional live events on campus; receive attendance credit directly.
- Attend off-campus live events; take Events Attendance form and obtain signature.

Attendance at Pro Events will be confirmed with automatic emails to you and updated on the Pro Events web site. Please allow a week for confirmation of attendance at events held outside the SBE, such as Career Services events. If you have a question about Pro Events attendance, please email proevents@uwsp.edu.

IMPORTANT: If you have multiple courses or affiliations with Pro Events requirements, it is your responsibility to make sure you have attended enough events for each course/affiliation. If you have not attended enough events to cover all of your requirements, your attendance will be allocated to your courses in alpha-numeric order followed by any other affiliations.

After the mid-semester cut-off and the end of this semester's events, I will receive reports confirming your attendance. You do not need to do anything else.

Hint: if you are having trouble finding events that fit your schedule, check out the "Create Your Own Event" option (<https://www.uwsp.edu/busecon/Pages/Events/create.aspx>)

You can meet with an expert from Career Advising, Financial Coaching or Academic Coaching. During "Kickstart Your Career," there's the special "Lunch with a Leader" program that allows you to set up a lunch with a local business expert to learn more about their industry, company and profession. Normally, the Anderson Center pays the cost of lunch for SBE students and their guests; during this COVID era, the lunches will be "virtual" (Zoom).

Changes to Course Policies/Calendar

Please note that I reserve the right to make changes to this course syllabus as we progress through the semester. Although I prefer to avoid altering our plan, sudden changes to plans happen in the workplace all of the time, so if circumstances arise that require me to adjust our work plan, consider it an opportunity to develop your agility -- that's something my contacts in industry say our graduates lack. You will be notified during class of any changes that arise. I will announce any deadline adjustments at least one week in advance.

Permission to Use Your Work

I may wish to use a sample of your work in future teaching or research activities. No examples will reveal your identity. If you prefer not to have samples of your work shared, send me an e-mail opting out of this request. Otherwise, your participation in the class will be taken as consent to have portions of your work used anonymously for teaching or research purposes.



SBE Mission

The UW-Stevens Point School of Business and Economics creates career ready graduates and leaders through applied learning. We serve the businesses, economy, and people of the greater Central Wisconsin region. We specialize in preparing students for success by providing professional development experiences, access to employers, and in-demand skills.

The SBE achieves its mission by valuing:

- Talent development
 - Lifelong learning
 - Career preparation
 - On the job experiences
 - Community outreach
 - Regional partnerships
 - Continuous improvement
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Accreditation Commitment

SBE is accredited by the Association to Advance Collegiate Schools of Business (AACSB), a designation earned by only 5 percent of world business schools. Accreditation instills a culture of continuously improving our programs through connections with local business leaders, alumni and the community.