

**Fall 2022**

<b>Meeting days:</b> Thurs	<b>Instructor:</b> JC Hurtado-Prater
<b>Meeting times:</b> 5:30pm – 8:15pm	<b>Phone:</b> 619-909-7802 mobile (text only please)
<b>Meeting location:</b> Mission Valley Room 316	<b>E-mail:</b> jhurtado@pointloma.edu
<b>Final Exam:</b> University Schedule	<b>Office location and hours:</b> FSB By Appointment

**PLNU Mission**

**To Teach ~ To Shape ~ To Send**

Point Loma Nazarene University exists to provide higher education in a vital Christian community where minds are engaged and challenged, character is modeled and formed, and service is an expression of faith. Being of Wesleyan heritage, we strive to be a learning community where grace is foundational, truth is pursued, and holiness is a way of life.

**Fermanian School of Business Mission**

**Character – Professionalism – Excellence – Relationships – Commitment - Innovation**

As members of a vital Christian community, we strive to provide high quality business programs that equip students to make a positive impact in their workplace and community by connecting purpose to practice.

**COURSE DESCRIPTION**

This course examines the function of communication within the context of complex organizations and multiple audiences. Topics include various approaches to communication including classical, human relations and systems. In addition, socialization, decision making, conflict management and organizational change processes are addressed. Consideration is given to the use of information and technology and the changing landscapes of organizations as it relates to organizational communication.

**COURSE LEARNING OUTCOMES**

Upon completion of this course, students will be able to:

1. Define key organizational communication concepts. (PLO 2)
2. Examine how organizational contexts influence communication processes. (PLO 4)
3. Understand the role and challenges of communication and communication processes in organizations. (PLO 2)
4. Attain theoretical and practical competence in creating processes and structures for communication within organizations. (PLO 3)
5. Demonstrate effective organizational communication skills. (PLO 2)

6. Embrace diverse viewpoints as essential to organizational success, effective leadership, team building, and conflict management. (PLO 3)

## REQUIRED TEXTS AND RECOMMENDED STUDY RESOURCES

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1. ***Organizational Communication: Approaches and Processes (7th Edition)*** by Katherine Miller
2. ***Key Issues in Organizational Communication*** - Edited by Dennis Tourish and Owen Hargie
3. ***Difficult Conversations: How to Discuss What Matters Most (10th Anniversary Edition)*** by Douglas Stone, Bruce Patton, Sheila Heen

## ASSESSMENT AND GRADING

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Students are expected to attend all class sessions, participate in class activities, complete exams as scheduled, and turn in assignments on time, or risk the (potentially total) loss of points. Approximate points available are as follows:

WK1 Reflection Essay Points	20
<i>Class Attendance (20 x 14)</i>	280
<i>Miller + Tourist Discussions (10 x 14)</i>	140
Weekly Reading Journal Points (10 x 14)	140
<i>B-Weekly Research Project Assignments (40 x 6)</i>	240
Final Research Project Essay	120
PowerPoint Presentation	60
Total Points Available	1000

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The following represents the general grading policy for this class:

93 – 100%	A	73 – 76%	C
90 – 92%	A-	70 – 72%	C-
87 – 89%	B+	67 – 69%	D+
83 – 86%	B	63 – 66%	D
80 – 82%	B-	60 – 62%	D-
77 – 79%	C+	0 – 59%	F

## INCOMPLETES AND LATE ASSIGNMENTS

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All assignments are to be submitted/turned in by the beginning of the class session when they are due—including assignments posted in Canvas. Incompletes will only be assigned under extremely unusual circumstances.

## SPIRITUAL CARE

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PLNU strives to be a place where you grow as a whole person. To this end, we provide resources for our graduate students to encounter God and grow in their Christian faith. At the Mission Valley (MV)

campus we have an onsite chaplain, Rev. Gordon Wong, who is available during class break times across the week. If you have questions for, desire to meet or share a prayer request with Rev. Wong you can contact him directly at [mvchaplain@pointloma.edu](mailto:mvchaplain@pointloma.edu) or [gordonwong@pointloma.edu](mailto:gordonwong@pointloma.edu). Rev. Wong's cell number is 808-429-1129 if you need a more immediate response.

In addition, on the MV campus there is a prayer chapel on the third floor which is open for use as a space set apart for quiet reflection and prayer.

## **PLNU COPYRIGHT POLICY**

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Point Loma Nazarene University, as a non-profit educational institution, is entitled by law to use materials protected by the US Copyright Act for classroom education. Any use of those materials outside the class may violate the law.

## **PLNU ACADEMIC HONESTY POLICY**

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Students should demonstrate academic honesty by doing original work and by giving appropriate credit to the ideas of others. Academic dishonesty is the act of presenting information, ideas, and/or concepts as one's own when in reality they are the results of another person's creativity and effort. A faculty member who believes a situation involving academic dishonesty has been detected may assign a failing grade for that assignment or examination, or, depending on the seriousness of the offense, for the course. Faculty should follow and students may appeal using the procedure in the university Catalog. See the [Academic Honesty Policy](#) in the Graduate and Professional Studies Catalog for definitions of kinds of academic dishonesty and for further policy information.

## **PLNU ACADEMIC ACCOMMODATIONS POLICY**

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PLNU is committed to providing equal opportunity for participation in all its programs, services, and activities. Students with disabilities may request course-related accommodations by contacting the Educational Access Center (EAC), located in the Bond Academic Center ([EAC@pointloma.edu](mailto:EAC@pointloma.edu) or 619-849-2486). Once a student's eligibility for an accommodation has been determined, the EAC will issue an academic accommodation plan ("AP") to all faculty who teach courses in which the student is enrolled each semester.

PLNU highly recommends that students speak with their professors during the first two weeks of each semester/term about the implementation of their AP in that particular course and/or if they do not wish to utilize some or all of the elements of their AP in that course.

Students who need accommodations for a disability should contact the EAC as early as possible (i.e., ideally before the beginning of the semester) to assure appropriate accommodations can be provided. It is the student's responsibility to make the first contact with the EAC.

## **SEXUAL MISCONDUCT AND DISCRIMINATION**

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Point Loma Nazarene University faculty are committed to helping create a safe learning environment for all students. If you (or someone you know) have experienced any form of sexual discrimination or misconduct, including sexual assault, dating or domestic violence, or stalking, know that help and support are available through the Title IX Office at [pointloma.edu/Title-IX](http://pointloma.edu/Title-IX). Please be aware that under Title IX of the Education Amendments of 1972, it is required to disclose information about such misconduct to the Title IX Office.

If you wish to speak to a confidential employee who does not have this reporting responsibility, you can contact Counseling Services at [counselingservices@pointloma.edu](mailto:counselingservices@pointloma.edu) or find a list of campus pastors at [pointloma.edu/title-ix](http://pointloma.edu/title-ix)

## PLNU ATTENDANCE AND PARTICIPATION POLICY

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Regular and punctual attendance at all classes is considered essential to optimum academic achievement. If the student is absent from more than 10 percent of class meetings, the faculty member can file a written report which may result in de-enrollment. If the absences exceed 20 percent, the student may be de-enrolled without notice until the university drop date or, after that date, receive the appropriate grade for their work and participation. See [Academic Policies](#) in the Graduate and Professional Studies Catalog for additional detail.

## FINAL EXAMINATION POLICY

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Successful completion of this class requires taking the final examination **on its scheduled day**. No requests for early examinations or alternative days will be approved.

## COURSE SCHEDULE AND ASSIGNMENTS

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Week	Dates	Topic	Reading - Requirements
1	8/29/2022	<i>Light Week – No Reading</i>	Yukl ch 1
2	9/5/2022	The Challenge of Organizational Communication	1. Miller, Chapter 1 2. Tourish, Chapter 1 3. Difficult Conversations, Chapter 1
3	9/12/2022	Classical Approaches	1. Miller, Chapter 2 2. Tourish, Chapter 2 3. Difficult Conversations, Chapter 2
4	9/19/2022	Human Relations and Human Resources Approaches	1. Miller, Chapter 3 2. Tourish, Chapter 3 3. Difficult Conversations, Chapter 3
5	9/26/2022	Systems and Cultural Approaches	1. Miller, Chapter 4 2. Tourish, Chapter 4 3. Difficult Conversations, Chapter 4
6	10/3/2022	Constitutive Approaches	1. Miller, Chapter 5 2. Tourish, Chapter 5

			3. Difficult Conversations, Chapter 5
7	10/10/2022	Criminal and Feminist Approaches	1. Miller, Chapter 6 2. Tourish, Chapter 6 3. Difficult Conversations, Chapter 6
8	10/17/2022	Socialization Processes	1. Miller, Chapter 7 2. Tourish, Chapter 7 3. Difficult Conversations, Chapter 7
9	10/24/2022	Decision-Making Processes	1. Miller, Chapter 8 2. Tourish, Chapter 8 3. Difficult Conversations, Chapter 8
10	10/31/2022	Conflict Management Processes	1. Miller, Chapter 9 2. Tourish, Chapter 9 3. Difficult Conversations, Chapter 9
11	11/7/2022	Organizational Change and Leadership Processes	1. Miller, Chapter 10 2. Tourish, Chapter 10 3. Difficult Conversations, Chapter 10
12	11/14/2022	Process of Emotion in the Workplace	1. Miller, Chapter 11 2. Tourish, Chapter 11 3. Difficult Conversations, Chapter 11
13	11/21/2022	Thanksgiving Week - No Class	No Homework – Enjoy your family and friends!
14	11/28/2022	Organizational Diversity Processes	1. Miller, Chapter 12 2. Tourish, Chapter 12
15	12/5/2022	Technological Processes	1. Miller, Chapter 13 2. Tourish, Chapter 13

			3. Difficult Conversations, Chapter 12
16	12/12/2022	The Changing Landscape of Organizations	1. Miller, Chapter 14 2. Tourish, Chapter 14