Communication Studies Department

COM 3040-1 Organizational Communication

3 units

Spring 2024

Meeting days/times: MWF 12:15 – 1:10pm

Meeting location: Salomon Theater

Final Exam: Monday 4/29, 10:30am -1:00pm

Instructor title and name:	Johnny Capra, Ph.D.
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Office location and hours:	**Location:** Cabrillo Hall #207 **Time:** Tuesdays and Thursdays from 11:00am to 1:30pm. *Email for further availability if the above times do not work

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.

Foundational Explorations Mission

PLNU provides a foundational course of study in the liberal arts informed by the life, death, and resurrection of Jesus Christ. In keeping with the Wesleyan tradition, the curriculum equips students with a broad range of knowledge and skills within and across disciplines to enrich major study, lifelong learning, and vocational service as Christ-like participants in the world's diverse societies and culture.

Course Description

A study of traditional, modern, and post-modern approaches to organizational communication as well as its functions, forms and consequences. Provides a theoretical overview of management theory and gives practical insights for communicating in a variety of organizations.

Course Learning Outcomes

This course is an examination of organizations from a communication vantage point and an exploration of the role of communication in the process of organizing. Combining the study of theoretical perspectives with skill development, you will build organizational communication competencies through understanding the nature of communication in the organizational context and by practicing effective communication skills. Successful completion of the course should enable you to:

- Distinguish among the major schools of thought/ basic concepts in organizational theory
- Identify communication problems in a variety of organizational contexts
- Apply various theoretical perspectives to organizational settings and situations
- Utilize scholarly research and theory to further understanding of organizational life

Program Learning Outcomes

As a required course for a degree in Managerial and Organizational Communication, this course will contribute to the following PLOs

- Develop a sophisticated understanding of communication as the negotiation of meaning
- Display communication competence both verbally and nonverbally in interpersonal, small group, organizational, and intercultural contexts.
- Formulate a thesis, organize a complex idea, and support it with appropriate evidence using proper grammar and punctuation.
- Demonstrate an ability to present themselves in a professional manner including resume, interview skills, and presentations.
- Demonstrate an understanding and ability to work collaboratively in a group.
- Analyze and conduct original communication research (quantitative and qualitative) using scholarly journals, data bases, and collecting and analyzing empirical data.

- Demonstrate an understanding of basic theoretical concepts relative to organizational behavior including scientific management, systems theory, and organizational culture.
- Integrate a Christian perspective of values and ethics in their communication in interpersonal, small group organizational and intercultural contexts.
- Develop an awareness of multiple approaches to leadership and develop a personal leadership philosophy.

Course Credit Hour Information

In the interest of providing sufficient time to accomplish the stated Course Learning Outcomes, this class meets the PLNU credit hour policy for a 3-unit class delivered over 16 weeks. It is anticipated that students will spend a minimum of 37.5 participation hours per credit hour on their coursework. For this course, students will spend an estimated 112.5 total hours meeting the course learning outcomes. The time estimations are provided in the Canvas modules.

COURSE FORMAT AND POLICIES

Required Text:

Eisenberg, E. M., Trethewey, A., LeGreco, M., & Jr., H.L. G. (2023). Organizational Communication (9th ed.). Macmillan Higher Education.

Each student must purchase access to the publication. You will need your access right away, before the end of the first week of class, in order to complete the required readings and assignments.

Communication: All communication for this course will take place on the course Canvas system. Here you will be sent reminders regularly. I will also use our course's Canvas page to post the syllabus, reading materials, assignment descriptions, and any other materials related to the course. The Grade Center on Canvas will be used to post grades throughout the semester; however, **it is your responsibility to actively check your canvas email and the course canvas page**.

Email: jcapra@pointloma.edu
I check my email frequently and try my best to respond to emails within 24 hours during the workweek (Monday- Friday). If you have not received a response from me within 48 hours, then please send me a follow up email. On the weekends my response time is typically slower so please take that into consideration.

PLNU Attendance and Participation: Regular and punctual attendance at all class sessions is considered essential to optimum academic achievement. If the student is absent for more than 10 percent of class sessions (3 classes), the faculty member will issue a written warning of 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 an "F" grade.

COM 3040 Attendance: Students are allowed two (2) absences during the course of the semester without penalty excluding university approved absences or Covid-related absences. Each absence over these two will result in a 15-point deduction from your final grade. Please notify me at least one week prior to excused absences with documentation and contact information from the sponsoring program/department. You are responsible for communicating with your instructor in order to make up missed work within one calendar week of the excused absence.

Late Policy: In order to benefit from each class session, it is important that students attend the entire class period. Tardiness exceeding 5 minutes at any point during the class period is taken note of. If a student demonstrates habitual tardiness points will be taken from their final grade.

Electronic Devices: The use of cell phones is prohibited in class. Laptops/tablets may be used for note taking or other class-related activities. If any of these devices becomes a distraction the student will be asked to put them away.

Reading Policy: You are expected to read the designated chapters in the text **<u>before</u>** coming to class on the day the readings are due. Coming to class is **not** a substitute for reading the text, nor is reading the text a substitute for attending class. Class time will be used to build on your reading, not to review it as not all of the material from the book will be covered in class. Come to each class prepared to ask questions you have about the reading, to explore confusing aspects of the material, and to provide examples and illustrations of the theories and concepts covered in the text.

Professionalism: Please be respectful of your peers and instructor at all times and recognize that both rhetorical and relational sensitivity are important in a course environment (as well as at work).
- ✔ Use your best communication skills; be professional, positive, and supportive of others.
- ✔ Respect your classmates and instructor
- ✔ Use technology appropriately for note-taking and course-related reasons only during class. Shopping, social media, direct messaging etc. are not course-related and use of devices to do these things during class is rude and distracting to your instructor, and, research indicates, to your classmates. Therefore, it is prohibited. Silence all communication devices during class.
- ✔ Put laptops away during in-person student presentations;
- ✔ Because writing is so important to a successful career, grammar, spelling, typos, and punctuation will be considered in grading all of your submissions.

Final Examination Policy: Successful completion of this class requires taking the final examination on its scheduled day. The final examination schedule is posted on the Class Schedules site. If you find yourself scheduled for three (3) or more final examinations on the same day, you are authorized to contact each professor to arrange a different time for one of those exams. However, unless you have three (3) or more exams on the same day, no requests for alternative final examinations will be granted.

Incompletes and Late Assignments: All assignments are to be submitted via canvas on or before their assigned due date. Late assignments will not be accepted in this course. If you are unable to attend class on the day an assignment is due, make arrangements to turn in the assignment ahead of time.

Spiritual Care: Please be aware PLNU strives to be a place where you grow as whole persons. To this end, we provide resources for our students to encounter God and grow in their Christian faith. If students have questions, a desire to meet with the chaplain or have prayer requests you can contact your professor or the Office of Spiritual Life and Formation.

State Authorization: State authorization is a formal determination by a state that Point Loma Nazarene University is approved to conduct activities regulated by that state. In certain states outside California, Point Loma Nazarene University is not authorized to enroll online (distance education) students. If a student moves to another state after admission to the program and/or enrollment in an online course, continuation within the program and/or course will depend on whether Point Loma Nazarene University is authorized to offer distance education courses in that state. It is the student's responsibility to notify the institution of any change in his or her physical location. Refer to the map on State Authorization to view which states allow online (distance education) outside of California.

PLNU Copyright Policy: 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: 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 Academic Policies for definitions of kinds of academic dishonesty and for further policy information.

Artificial Intelligence (AI) Policy: Use of Artificial Intelligence (AI) tools (e.g, ChatGPT, iA Writer, Marmot, Botowski) is not permitted, and use of these tools will be treated as plagiarism.

PLNU Academic Accommodations Policy: 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 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.

Language and Belonging: Point Loma Nazarene University faculty are committed to helping create a safe and hospitable learning environment for all students. As Christian scholars we are keenly aware of the power of language and believe in treating others with dignity. As such, it is important that our language be equitable, inclusive, and prejudice free. Inclusive/Bias-free language is the standard outlined by all major academic style guides, including MLA, APA, and Chicago, and it is the expected norm in university-level work. Good writing and speaking do not use unsubstantiated or irrelevant generalizations about personal qualities such as age, disability, economic class, ethnicity, marital status, parentage, political or religious beliefs, race, gender, sex, or sexual orientation. Inclusive language also avoids using stereotypes or terminology that demeans persons or groups based on age, disability, class, ethnicity, gender, race, language, or national origin. Respectful use of language is particularly important when referring to those outside of the religious and lifestyle commitments of those in the PLNU community. By working toward precision and clarity of language, we mark ourselves as serious and respectful scholars, and we model the Christ-like quality of hospitality. You may report an incident(s) using the Bias Incident Reporting Form.

Sexual Misconduct and Discrimination: In support of a safe learning environment, 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 accommodations and resources are available through the Title IX Office at pointloma.edu/Title-IX. Please be aware that under Title IX of the Education Amendments of 1972, faculty and staff are 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 or find a list of campus pastors at pointloma.edu/title-ix.

ASSIGNMENTS AND GRADING

Exams (200 Points): Exams will be comprised of multiple choice, short answer, fill in the blank, and brief essays. There will be two exams – a midterm and a final – each will be worth 100 points.

"Where Do I (or Have I) Worked" Communication Analysis (50 points): Prepare a brief (2-3 page) essay on an organization for which you currently or previously have worked. Introduce this organization and your role within it (title, tasks performed, etc.). Then select the approach to organizational communication discussed in Chapter 2 that best describes communication within the organization you selected. Describe why/how it fits, providing examples (50 points).

Cultural Comparison Storyboard (50 points): You and a partner will select two competing organizations (e.g., Pete's Coffee and OB Beans; Jensen's and Trader Joes) and collect data from /about each organization. Data may include interviews and observations, advertisements, general environmental scans, Internet materials, pictures. (Note: It is wise to obtain permission before conducting interviews or taking pictures). Once the data have been collected, compare and contrast the two organizations. Using the concepts from Chapter 5 (reading ahead to Chapter 9 might be helpful, too), analyze how each organization develops and supports its culture through various messages and how it strategically positions and differentiates itself from the competition. This project does NOT ask you to report your findings in a paper; instead, you will create a PowerPoint storyboard that compares and contrasts the two organizations and tells their story visually and in text. (50 points).

Article Critique (50 points): This assignment will require you to locate, and critique a recent journal article about organizational communication. You will write an extended abstract summarizing and critiquing the article. Further instruction and a detailed rubric will be provided in class. (50 Points).

Media Critique (50 points): This assignment will require you to identify and reflect on a depiction of work or organizational communication in media (music, film, television, art, etc.). You will write a brief (2-3 page) essay about the depiction, detailing how you believe this form of media exemplifies some form of content covered in the course thus far. Further instruction and a detailed rubric will be provided in class. (50 Points).

Group Proposal (100 points): This group assignment will require you to form groups of 3 students. Together, you will select an organizational problem or issue that has recently occurred in a California-based organization. This issue must have occurred within the last six months. Write about how you believe this issue relates to a construct, theory, or perspective talked about in the class (or covered in class readings). Define and describe the perspective, theory or construct. Next, talk about how that perspective, theory or construct could guide the individual(s) in the situation to a potential solution, or at least to another way of viewing the issue that was not discussed in the article. Your paper should be 5-7 pages (double spaced). Each group will then give a 10-15. Minute speech sharing their finding with the class (100 points).

Participation (50 Points): Quizzes, Homework, In-class Activities, Participation, etc.

Midterm Exam	100 points
Final Exam	100 points
"Where Do I (or Have I) Worked"	50 points
Cultural Comparison Storyboard	50 points
Article Critique	50 points
Media Critique	50 points
Group Proposal	100 points
Quizzes, Homework, In-class Activities, Participation	50 points
Total Points Possible: 550	

Grading Scale: Grades are calculated by dividing the number of points you earn by the total points available (500). The grading scale is as follows:

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

Grading Policy:
The grading criteria for all assignments, presentations, and exams are below. Remember, just because you did the work does not mean you will receive an "A" – you must demonstrate *mastery* of concepts in order to receive the highest grade.

A range work: Work is outstanding, demonstrating clear mastery of course concepts. Written work is organized, focused, using strong evidence to support one's position with very few, if any, grammatical errors. Presentations are professional, highly engaging, and very well-rehearsed. Exam performance reveals a deep understanding of course content, far beyond simply regurgitating facts and definitions. Overall, work is intellectually rigorous and contains few, if any, areas for improvement.

B range work: Work is of high quality and demonstrates understanding of course concepts. Written work is organized and demonstrates reasonably consistent mastery of course concepts and contains relatively few grammatical errors. Presentations are professional, clear, and rehearsed. Exam performance yields a thorough understanding of all content, but not to the level of mastery. Work demonstrates solid grasp on all content and strengths outweigh weaknesses, but could use improvement to reach A range.

C range work: Work is completed and of acceptable quality. Written work is competent, on-topic and responds to requirements of assignment, but does not show mastery of concepts. Written work contains errors in grammar and mechanics and may be disorganized or unclear at times. Presentations contain issues with audience engagement, professionalism or rehearsal of material. Exam performance yields basic understanding of elements, but does not go into depth or exhibit strong connection between concepts. Work demonstrates reasonable and average grasp of content, but lacks intellectual rigor and strengths do not outweigh weaknesses.

D range work: Work is seriously limited, demonstrating little mastery of course concepts. Written work is flawed by one or more of the following: weak critical thinking, insufficient examples and reasoning, poor organization, and major vocabulary and grammar problems. Presentations are not professional, not clear and have not been rehearsed. Exam performance reveals issues in basic knowledge of course content. Work may be inconsistent, partially incomplete, or off topic. Demonstrates a weak grasp on all content and does not meet intellectually rigorous application of material.

F work: Work is fundamentally lacking, demonstrating very little or no mastery of course concepts, and is of unacceptable quality. Written work is severely flawed by one or more of the following weaknesses: no clear point of view, disorganized or unfocused, many fundamental errors in writing, and pervasive errors in vocabulary and grammar. Presentations fail to address assignments at a basic level and lack fundamental structure or organization. Exam work reveals a lack of basic understanding of course content. Work demonstrates a minimal level of understanding and skill and exhibits little or no effort in completing assignments. Attendance record may be erratic or poor.

TENTATIVE COURSE OUTLINE:

Below you will find a detailed course outline. Please keep in mind that this is a living document that may change at any time. It is your responsibility to actively and regularly check the course canvas page, as well as your canvas email to stay up to date on any changes made to this outline.

	Dates	Topic/**Activity**	*Reading* / **Assignment Due**
Week 1	1/8	Introduction/Syllabus	
	1/10	In-Class Activity	
	1/12	Activity Debrief	**Activity Reflection**
Week 2	1/15	*MLK Day- No Class*	
	1/17	Communication and Work	*Ch.1*
	1/19		
Week 3	1/22	Organizational Communication	*Ch.2*
	1/24		
	1/26		
Week 4	1/29	Early Perspectives	*Ch.3*
	1/31		

	2/2		**"Where Do I (or Have I) Work(ed)" Communication Analysis**
Week 5	2/5	Communication Perspectives	*Ch.4*
	2/7		
	2/9		
Week 6	2/12	Cultural Studies	*Ch.5*
	2/14		
	2/16		
Week 7	2/19	Critical Approaches	*Ch.6*
	2/21		
	2/23		**Cultural Comparison Storyboard**
Week 8	2/26	**Story Board Presentations**	
	2/28	Review Day	
	3/1	**Midterm**	
Week 9	*Spring Break-No Class!*		
Week 10	3/11	Identity and Difference	*Ch.7*
	3/13		
	3/15		
Week 11	3/18	Teams and Networks	*Ch.8*
	3/20		
	3/22		**Article Critique**
Week 12	3/25	Leadership	*Ch.9*
	3/27		
	3/29	*Easter Break-No Class*	
Week 13	4/1	*Easter Break-No Class*	
	4/3		
	4/5		
Week 14	4/8	Organizational Alignment	*Ch.10*
	4/10		
	4/12		**Media Critique**
Week 15	4/15	**Individual Group Meetings**	
	4/17		
	4/19		
Week 16	4/22	**Group Presentations**	
	4/24	**Group Presentations**	
	4/26	Review Day	
Week 17	4/29	**Final Exam**	Monday 4/29, 10:30am - 1:00pm **Final Proposal**