**I. COURSE TITLE:** Organizational Communication

**COURSE NUMBER:** 2240 **CATALOG PREFIX:** OFIT

**II. PREREQUISITE(S):** None

**III. CREDIT HOURS:** 3.0  **LECTURE HOURS:** 3.0

**LABORATORY HOURS: OBSERVATION HOURS:**

**IV. COURSE DESCRIPTION:**

Course covers effective communication techniques in business including concepts, perception, diversity, language, listening and responding, interpersonal skills, conflict resolution, teamwork, and supporting written communications techniques.

**V. ADOPTED TEXT(S):**

*Communicating in the Workplace*

Authors: Cheesebro; O’Connor; Rios

[Publish by: Prentice Hall](http://www.mypearsonstore.com/bookstore/product.asp?isbn=0136136915)

ISBN 10 #: 0-13-613691-5 or ISBN 13 #: 978-0-13-613691-0. Regular Textbook

ISBN 10 #: 0-13-505615-2 or ISBN 13 #: 978-0-13-505615-8. E-Book

Pages 352

**VI. COURSE OBJECTIVES:**

Upon successful completion of the course, the student will be able to:

1. Understand the importance of communication.
2. Explain the barriers to communication.
3. Explain how perception influences communication.
4. Display how culture affects your style of communication.
5. List and explain five key principles related to nonverbal communication.
6. Define three tangible benefits of effective listening in the workplace.
7. Differentiate between assertive, aggressive, and nonassertive communication.
8. Understand importance of conflict in interpersonal relationships.
9. Identify benefits and characteristics of effective teams.
10. Create presentation outline and identify role of transitions in informative presentations.
11. Discuss effective visual supports when making a presentation.
12. Avoid plagiarism and document sources of information.
13. Understand the importance of message delivery.
14. Identify the importance of persuasion
15. Define and apply the importance of interviewing.

**VII. COURSE METHODOLOGY:**

Can include any of the following:

1. Portfolio of documentation representing skills and knowledge gained
2. Hands on textbook applications and exercises for creating and working within various presentation and communication tools and features.
3. May include but not limited to: lecture, independent and group projects, in-class and at-home assignments, discussions, portfolios, tests and quizzes.

**VIII. GRADING**

A = 90 – 100

B = 80 – 89

C = 70 – 79

D = 60 – 69

F = 0 - 59

**IX. COURSE OUTLINE:**

**Week 1** – Chapter 1: Communication Concepts

**Week 2** – Chapter 2: Perception

**Week 3** – Chapter 3: Cultural Diversity

**Week 4** – Chapter 4: Language

**Week 5**- Chapter 5: Listening and Responding

**Week 6** – Chapter 6: Interpersonal Relationship Skills

**Week 7** – Chapter 7: Conflict Resolution

**Week 8** – Chapter 8: Teamwork

**Week 9** – Chapter 9: Preparing the Informative Presentation

**Week 10** – Chapter 10: Organizing Informative Outlines

**Week 11** – Chapter 11: Verbal and Visual Supports

**Week 12** – Chapter 12: Gathering Information

**Week 13** – Chapter 13: Delivering Presentations

**Week 14** – Chapter 14: Persuasive Speaking

**Week 15** – Chapter 15: Interviewing Skills

**Week 16** – **Final Test**

**X. OTHER REQUIRED TEXTS, SOFTWARE, AND MATERIALS:**

Word processing software or as assigned by the instructor.

**XI. EVALUATION:**

1. Students will complete multiple exercises required to reflect business communications and comprehension
2. Other assignments, projects, exercises, discussions, portfolios, quizzes, and tests may be assigned and graded at the discretion of the instructor.

**XII. SPECIFIC MANAGEMENT REQUIREMENTS:**

Assignments will be evaluated according to instructor directives.

**XIII. OTHER INFORMATION:**

**FERPA:** Students need to understand that your work may be seen by others. Others may see your work when being distributed, during group project work, or if it is chosen for demonstration purposes.

Students also need to know that there is a strong possibility that your work may be submitted to other entities for the purpose of plagiarism checks.

**DISABILITIES:** Students with disabilities may contact the Disabilities Service Office, Central Campus, at 800-628-7722 or 937-393-3431.