COM 219 Organizational Communication Strategies

Summer 2024

Course Credits: 4
Contact Hours: 55 hours
Instructor: TBA
Email:TBA

COURSE OBJECTIVES

This course provides an overview of communication in organizations, ranging from classical to cultural theories. Students will learn about the role of communication in organizations, the communication processes and structures that support organizational functioning, and strategies for effective communication in different organizational contexts. We will also talk about the impact of new technologies on organizational communication.

Upon Completion of this Course, students will be able to:

1. Develop an understanding of the role of communication in organizational functioning

2. Enhance skills in communication analysis and interpretation, including the ability to analyze communication patterns, messages and interactions within organizations

3. Apply organizational communication theories and concepts to real-world scenarios, including case studies and simulations

4. Develop awareness of communication processes and structures within organizations

5. Learn the different types of communication in organizations and how to use them effectively

PREREQUISITES

COM 209 Introduction to Organizational Communication

GRADING

Grades will be determined by accumulating points, with 100 points being the maximum, as follows:

ITEM	POINTS
Quizzes	20 Points
Midterm 1	15 Points
Midterm 2	15 Points
Group Project	20 Points
Final Exam	30 Points
Total	100 Points

Late submissions will be graded at the end of the course. Grades will be assigned according to the following rule:

A ≥ 90 > B ≥ 80 > C ≥ 70 > D ≥ 60 > F.

We reserve the right to make adjustments to the overall grading policy.

COURSE MATERIALS

Required Texts:

Katherine Miller; Joshua Barbour, *Organizational Communication: Approaches and Processes*, 7th Edition, Reflowable, 2015.

Recommended (Optional) Texts or Other Materials:

None

COURSE TOPICS

MODULE	TASKS
Module 1	**Topics:** Topic 1: The Challenge of Organizational Communication Topic 2: Classical Approaches Topic 3: Components of Scientific Management Topic 4: Human Relations and Human Resources Approaches **Assessments:** Quiz#1

Module 2	**Topics:** Topic 5: Content of Communication Topic 6: Systems and Cultural Approaches Topic 7: The Cultural Metaphor Topic 8: Constitutive Approaches **Assessments:** Quiz#2 Group Project
Module 3	**Topics:** Topic 9: Critical and Feminist Approaches Topic 10: Ideology and Hegemony Topic 11: Socialization Processes Topic 12: Newcomer Information-Seeking Tactics **Assessments:** Midterm#1 Group Project
Module 4	**Topics:** Topic 13: Decision-Making Processes Topic 14: .Beyond Rational Group Processes Topic 15: Conflict Management Processes Topic 16: Bargaining and Negotiation **Assessments:** Midterm#2 Group Project due
Module 5	**Topics:** Topic 17: Organizational Change and Leadership Processes Topic 18: Processes of Emotion in the Workplace Topic 19: Technological Processes Topic 20: The Changing Landscape of Organizations **Assessments:** Final Exam

ATTENDANCE

1) Class attendance is required. Missing classes without permission will lead to decrease in overall grade.

Missing less than two classes: no penalty.

Missing more than two classes: 7% will be taken off from the overall grade.

If the instructor reports a student's frequent missing of class to the Soochow University Academic Administration Office, the student might get a written warning

and might be prohibited from attending final exam.

2) Participants in this course are expected to arrive in class promptly and adequately prepared. The primary objective of this course is to critically engage with the readings and the subject matter. Therefore, course participants are expected to have completed the reading prior to class and prepare thoughtful reflections/commentaries to share with fellow colleagues.

LEARNING REQUIREMENTS

1) Late assignments are not acceptable and are subjected to grade deductions.

2) Assignments submitted in the wrong format will be counted as not submitted.

3) Failure to submit or fulfill any required course component results in failure of the class.

4) Make-up for midterm and final exams only with valid excuses, as defined by the University.

5) In order to earn a Certificate of Completion, participants must thoughtfully complete all assignments by stated deadlines and earn an average quiz score of 50% or greater.

TECHNOLOGY POLICY

The use of electronic devices in class is distracting, both for the user and for the rest of the class. Only non-programmable calculators can be used in the tests and exam. Any attempts to use cell phones and other electronic communication devices will be seemed as cheating. Laptops are discouraged, unless you use them for activities DIRECTLY related to the course (eg., note taking, reading course documents).

ACEDEMIC INTEGRITY POLICY

Soochow University highly values the academic integrity and aims to promote the academic fairness, honesty and responsibility. Any academic dishonesty behaviors and any attempts to cheats and plagiarism will be reported to the university administration office. A written warning and the relevant penalties will be imposed. The record might be shown on the official university transcript.

DISABILITY ACCOMMODATION

Soochow University is committed to maintaining a barrier-free environment so that students with disabilities can fully access programs, courses, services, and activities at Soochow University. Students with disabilities who require accommodations for access to and/or participation in this course are welcome.

Note:

Please contact the University Administrative Office immediately if you have a learning disability, a medical issue, or any other type of problem that prevents professors from seeing you have learned the course material.