

Required Text For Advanced Organizational Communication:

Jablin, F. M., & Putnam, L. L. (Eds.). (2001). *The new handbook of organizational communication: Advances in theory, research, and methods*. Thousand Oaks, CA: Sage.

Optional Readings

Keyton, J., & Shockley-Zalabak, P. (2006). *Case studies for organizational communication: Understanding communication processes* (2nd ed.). Los Angeles: Roxbury.

Important Websites:

- American Psychological Association’s Style website - <http://www.apastyle.org>
- National Communication Association – <http://www.natcom.org>
- Eastern Communication Association – <http://www.ecasite.com>
- International Communication Association – <http://www.icaheadq.org/>
- OU School of Communication Studies - <http://www.coms.ohiou.edu/>
- Research Methods Knowledge Base - <http://trochim.human.cornell.edu/kb/>
- James C. McCroskey, Ed. D. - <http://www.jamesmccroskey.com/>
- Jason S. Wrench, Ed. D. - <http://www.roadspeakers.com/jwrench/>

GRADING

GRADE	PERCENTAGE
A	94-100
A-	90-93
B+	88-89
B	84-87
B-	80-83
C+	78-79
C	74-77
C-	70-73
D+	68-69
D	64-67
D-	60-63
F	59 and below

ASSIGNMENTS

- Two Tests	Midterm	_____	(20)
	Final	_____	(20)
- Case Study			
	Paper	_____	(15)
	Presentation	_____	(10)
- Team Research Paper			
	Paper	_____	(25)
	Presentation	_____	(10)
- Extra Credit		_____	(X)
	TOTAL	_____	

- You should monitor your own grades. It is very helpful to know your standing in the course at any time during the quarter. Since the passing of the Buckley Amendment by Congress, I am not allowed to give grades over the phone or Internet. However, you may inquire about your grades at anytime in person. Additionally, you may inquire in person about your final exam grade after you have received your quarter grade reports through the mail from the university.

Course Procedures

Attendance

Punctual attendance is expected at all class sessions. If you participate in University sponsored activities (e.g., intercollegiate sports), you must inform your instructor ***before*** you are absent. Ohio University policy regarding attendance will be followed. Students are responsible for all missed work.

Learning Activities

In-class learning activities must be submitted on time and **cannot** be made up at all.

Examinations

Because of the nature of this class, examinations will be take home. A week before examinations are due, you will be given a list of essay questions that you are to have completed

on or before the day of the exam. All students will e-mail your exam to me at wrench@ohio.edu prior to the beginning of class on the day the exam is due. If your examination is late, it will automatically receive a reduction of one letter grade per day that it is late. If you have a legitimate, documentable excuse for why your exam cannot be turned in during the class period when the exam is due, you need to contact me as soon as humanly possible. All exams must be turned in Microsoft Word. If you do not have Microsoft Word on your computer, you can buy a very inexpensive copy of MS Office from your campus library.

Examination questions will be posted one week prior to the test on the Blackboard Website. If you have a problem accessing the questions, e-mail me immediately for help.

Late Work

Papers will be collected during the first ten minutes of class. After the first ten minutes, any work turned in is considered late. Late work will receive an automatic letter grade reduction for every school day the work is late (weekends are not counted). In other words, *work that is more than four days late is automatically failing.*

Course Readings

All reading is expected to be done before you come to class. If it ever appears that reading is not being completed before class, the instructor reserves to the right to use quizzes as necessary to test reading. The chapters in *The New Handbook of Organizational Communication* are not easy or quick reads, so make sure you set aside appropriate amounts of time to complete these readings before class. To aid you in your reading, I have provided you a list of “Reading Questions to Answer” as you are going through the different chapters. This file can be found on the Blackboard site in the “Course Documents” folder in a folder called “The New Handbook of Organizational Communication.” You should answer these questions before class. If you do not understand a question, or cannot find an answer to a question, these are a few of the issues we can address during class time.

Further readings (during the first two weeks) can found on the course blackboard site.

Extra Credit is not guaranteed in this course, but if opportunities arise they will be announced in class.

ACADEMIC INTEGRITY

Honesty and originality are expected in all the work you present in this class. Proper citation and documentation of others’ work is required on all oral and written assignments. Plagiarism, cheating, or unethical behavior of any kind will not be tolerated.

AMERICAN WITH DISABILITIES ACT

Any student, who, because of a disability, may require some special arrangements as prescribed by Ohio University Eastern in order to meet course requirements should contact me as soon as possible to make necessary accommodations. Accommodations will be made, but I must be aware of your needs in order to make proper accommodations.

Course Assignments

Midterm Examination and Final Examination

There is a midterm examination and a final in this course. Your midterm will occur halfway through the course and the final will occur during the final testing period. The final will cover all material discussed in this course. These tests will be take home tests and consist of short answer/essay questions with a strong focus on application. Test questions will appear on Blackboard in the “Course Documents” folder called “Examinations” one week prior to the due date of the examination. To get an idea of what you should understand to do well on the test, make sure you can answer all of the “Reading Questions.”

Course Papers

Case Study

During the first two weeks of class, we will go over a variety of case studies that examine the material during the first two weeks. After the first two weeks of class, every student will pick a day and a chapter (related to the *Handbook of Organizational Communication*). You will then either write a unique case study or select one of the case studies from the *Case Studies for Organizational Communication: Understanding Communication Processes* text related to the material in the chapter you selected from the *Handbook of Organizational Communication*. ONLY one person may use any specific case study out of the Keyton and Shockley-Zalabak textbook, so if you know you want to be able to utilize a specific case study, then you need to let me know as soon as possible. Your grade for this assignment will be based on both your oral presentation of the case study and your written critique of the case study.

NOTE: Everyone will need to tell the class which case study you are using at least 1 week prior to the date you are going to present the case study during class (the day we are supposed to discuss your chapter during class), so EVERYONE can read the case study prior to the class period where it will be discussed.

Oral Presentation

In your presentation, you will explain the organizational problem, important characters, details, and dilemma(s) posed in the case (3-5 minutes). You will then solicit input from your class members regarding the *causes* of the dilemma(s) (3-5 minutes). This discussion will be followed by providing a procedural statement for addressing or solving the dilemma(s) with a particular focus on communication (1-2 minutes). Lastly, you will solicit feedback from the class regarding the position you have taken, and adequately defend your position or integrate their opinions (3-5 minutes). The whole presentation should take 10-15 minutes.

Written Critique

In the paper portion of your case analysis presentation, you will summarize the case in one paragraph, and then provide a researched analysis of the case based on the chapter from *The New Handbook of Organizational Communication* and any other pertinent research necessary. Your paper should be written using APA style. You will need to e-mail me an electronic copy of your paper and case study in MS WORD, Word Perfect, or PDF file. Your file should be easily PC compatible if you are using a Macintosh Computer because I do not have a Mac.

Team Research Projects

The goal for the Team (1-2 people) Research Projects is to allow you to apply the information you learned in either COMS 300 (field research methods in communication), 301 (empirical research applications in communication), or 302 (rhetorical analysis and criticism) in the organizational applied setting. This can be an extension of another project if you have already begun one, but extending a project will have different guidelines related to length and expectations. Basically, the requirements for this project are akin to those established by *Communication Research Reports* and *Qualitative Research Reports in Communication*. In the Course Documents section on Blackboard, you will find a folder titled "Sample Studies." Within this folder you will find three types of sample studies: 1) organizational articles from CRR, organizational articles from QRRC, and three papers written previously in this class. (You can do this on your own if you desire, if so your paper length will not be altered.)

By the end of the second week, you should decide what your topic will be and have taken the Institutional Review Board training. To complete the IRB/NIH Human Subjects training program, go to www.research.ohiou.edu/cbt and take the course. At the completion of the course, you will print out your human subjects training certification paper work. Attach your group's certificates of completion when submitting your detailed proposal.

If you are interviewing or surveying people for your project, you will need to fill out an Institutional Review Board Project Outline Form:

http://www.ohiou.edu/research/compliance/irb_forms2002.html#forms

I will be available to assist you at any step of the process.

Quantitative Project Guidelines

For this class, the quantitative projects will be brief empirical articles (approximately 10 double spaced pages or less including references) on a wide variety of topics pertaining to organizational communication. Anything in the *New Handbook of Organizational Communication* will be appropriate for this class. Authors should provide a sentence to a paragraph outlining the theoretical framework guiding the brief empirical report. In sum, theoretical rationale should receive modest coverage in the research report (1-2 paragraphs) along with a brief review of the representative literature on the topic, with the main portion of the paper devoted to a thorough reporting and interpretation of the results.

This paper should be **error-free** in terms of grammar, spelling, and punctuation, and follow the **APA guidelines (5th edition)** for citing sources in text and in the references page. Writing must be well argued, critical, and demonstrate knowledge of the course content.

Qualitative/Rhetorical Project Guidelines

For this class, the qualitative/rhetorical projects will be brief qualitative or critical articles (approximately 10 double spaced pages or less including references – approximately 2500 words or less) on a wide variety of topics pertaining to organizational communication. Anything in the *New Handbook of Organizational Communication* will be appropriate for this class. Authors should provide a sentence to a paragraph outlining the theoretical framework guiding the brief empirical report. In sum, theoretical rationale should receive modest coverage in the research report (1-2 paragraphs) along with a brief review of the representative literature on the topic, with the main portion of the paper devoted to a thorough reporting and interpretation of the results.

This paper should be **error-free** in terms of grammar, spelling, and punctuation, and follow the **APA guidelines (5th edition)** for citing sources in text and in the references page. Writing must be well argued, critical, and demonstrate knowledge of the course content.

Overall Paper Requirements

Since 300, 301, and 302 analyze organizational communication in unique ways, there is not a cookie-cutter rubric that I will use when grading these papers. Each paper will be judged on the merits of the specific research approach taken. However, all of the papers should contain the following:

- 1) Literature review explaining organizational communication phenomenon being studied and methods used to study the phenomenon;
- 2) A clear set of research questions and/or hypotheses to guide your research;
- 3) An explanation of what you found in your research of the organizational communication phenomenon;
- 4) A discussion of the implications of your research;
- 5) Reference section containing all sources cited in your paper.

All research teams will present their papers on the last day of class in a 10 minute presentation followed by a 5 minute question and answer period. All papers are due on the Wednesday May, 31st by e-mail and posted on Blackboard in the Discussion Board area titled “Final Projects.” EVERYONE should read their colleagues work prior to coming to class on Monday June 5th.

COURSE SCHEDULE

Please note the schedule given on the first day of class is a tentative schedule and changes can be made at the instructor's/course administrator's discretion. To keep on top of any possible changes in the course schedule, regular attendance in class is necessary.

Tentative Schedule of Course Events

Week of	Chapters Covered Every Week	Assignments Due
3/27/06	“Organizational communication: Prelude and prospects” – Tompkins & Wanca-Thibault (p. xvii) “Conceptual foundations” – Stanley Deetz (p. 3) “Development of key constructs” – Conrad & Haynes (p.47) <i>Black Board Readings</i> “Using Cases to Learn about Organizational Communication” - Keyton and Shockley-Zalabak “Just part of the Crop” – Keyton “Navigating the Limits of a Smile” – Tracy	
4/3/06	“Discourse analysis in organizations: Issues and concerns” – Putman & Fairhurst (p. 78) “Qualitative research methods” – Taylor & Trukillo (p. 161) “Quantitative research methods” – Miller (p. 137) <i>Black Board Readings</i> “Dr. Jekyll and Pastor Clyde” – Forward “The Penis People” - Sloan	Pick Research Topic
4/10/06	“Organizational environments and organizational information processing” – Sutcliffe (p. 197) “Organizational identity: Linkages between internal and external communication” – Cheney & Christensen (p. 231) “Sociopolitical environments and issues” – Finet (p. 270)	Turn in Proposal
4/17/06	“Organizational culture” – Eisenberg & Riley (p. 291) “Globalizing organizational communication” – Stohl (p. 323)	
4/24/06	“Emergence of Communication Networks” – Monge & Contractor (p. 440) “Organizational structures and configurations” – McPhee & Poole (p. 503)	No Class Wednesday
5/1/06	“Dualisms in leadership research” – Fairhurst (p. 379) “Power and politics” – Mumby (p. 585)	Midterm Examination

5/8/06	<p>“New media and organizational structuring” – Rice & Gattiker (p. 544)</p> <p>“Wired meetings: Technological mediation of organizational gatherings” - Fulk & Collins-Jarvis (p. 624)</p>	
5/15/06	<p>“Participation and decision making” – Seibold & Shea (p. 664)</p> <p>“Learning in Organizations” – Weick & Ashford (p. 704)</p>	
5/22/06	<p>“Organizational entry, assimilation, and disengagement/exit” – Jablin (p. 732)</p>	
5/29/06	<p>“Communication competence” – Jablin & Sias (p. 819)</p> <p>No Class on Monday (Memorial Day)</p>	Term Research Papers Due
6/5/06	<p>Final Paper Presentations</p> <p>Final Examination Due</p>	