

TOPICS IN ORGANIZATIONAL COMMUNICATION

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Office hrs: As posted on BlackBoard
Office Location: Stauffer Hall, A Wing, room 209

Big Picture:

This course probably isn't what you'd expected. While everything you'll learn and use is well grounded in organizational research, this course is about adapting your organization's culture for optimum performance and satisfaction. It isn't a management course; its purpose is to give you tools and knowledge to use wherever you are in your organization's structure.

Course Objectives:

- Jointly and individually explore techniques for culture building in your organization
- Create opportunities to practice those techniques in your organizational life

Office Conferences:

- It's not required, but I would like you to make an appointment early in the semester to meet and get acquainted individually. My office hours are posted on Blackboard and are by appointment only.
- Appointments: Please make appointments in advance to assure that time has been allotted to you for your visits. Please cancel appointments in advance so the time allotted to you is available for someone else.
- I don't double book appointments, so wait for my confirmation of your date and time.

Required Reading:

Due dates for each required reading are shown in the Course Schedule.

Texts:

Muzio, E. G. *Make Work Great: Supercharge Your Team, Reinvent the Culture and Gain Influence One Person at a Time*. McGraw-Hill 2010, ISBN 978-0-07-162209-7.

Muzio, E. G., Fisher, D. J., and Thomas, E. *Four Secrets to Liking Your Work: You May not Need to Quit to Get the Job You Want*. Pearson Education, FT Press 2008. ISBN-10: 0-13-234445-9

Accommodations

Disability Resource Center: Students seeking accommodations due to special needs must be registered with the Disability Resource Center (DRC) located on the first floor of Matthews Center. <http://www.asu.edu/drc/> or 480-965-1362 (voice) / 480-965-9000 (TTY). Consult me for any disability assistance and I'll endeavor to provide it.

Barrett Honors College Students

I will *gladly* supervise a paper or project for you following Barrett Honors College requirements if you request it within 2 weeks of the start of the semester.

*(Now for the fine print. "What the large print giveth, the fine print taketh away"
– as quoted by Tom Waits)*

Electronic Communication:**Course Q&A Forum:**

This is the electronic equivalent of asking a question during class. This Forum is for questions and answers about this course, assignments, the syllabus, grading and anything else you may have questions about through the course of the semester. It is intended to be an easy way for you to ask me questions and for everyone to benefit from knowing answers to what may be FAQs.

- **Always** read the syllabus, schedule and assignment descriptions **before** posting questions. If the answer's there, I'll tell you to go read it – that would be embarrassing, wouldn't it?
- **Please subscribe to this Forum right away to avoid missing important course information.** By subscribing, you'll receive an email update each time questions or answers are posted.
- **Subject line of you post:** state the specific subject of your question.
- When **NOT** to use this forum and to send me an email instead: emails pertaining specifically to your class group, or an emergency and matters that are strictly personal or that you want to keep confidential (e.g., about grades or an absence).
- I'll read and reply to posts promptly.

Email:

- I generally check and respond within 24 hours to email M-F 8AM - 6PM, Saturday 11-2. Except during Finals, I don't usually read emails on Sunday.
- Check your email daily. No spam pledge: I only email the class about important and time sensitive matters.
- Your emails to me:
 - Don't email me assignments unless I tell you otherwise.
 - **Don't Email me general course questions – use Course Q&A instead.**
 - **Format for the subject line of your emails: COM 300 and concise statement of the specific topic of your message.**

A Few Basic Ground Rules for Class Conduct

Using Electronic Devices Is Hazardous to Your Grade: For the duration of EVERY class all electronic devices will be turned off, put away, not handled or used in any manner without my express permission. **1st Offence: Out for the Day. 2nd Offence: Out for a Week. 3rd Offence: Out for Good.**

Academic Integrity and Plagiarism

The College of Liberal Arts and Sciences and the Hugh Downs School of Human Communication strongly believe in academic integrity; thus, instructors in the College and School do not tolerate cheating and plagiarism. Instructors who find compelling evidence of academic dishonesty will actively pursue one or more of the following actions: assigning a grade of XE ("failure through academic dishonesty") to the student, advocating the suspension or expulsion of the student from the College, and/or referring the student to Student Judicial Affairs. If a student who is charged with academic dishonesty is found to be in violation, then one or more of these disciplinary actions will be taken. For further information, please read the Student Academic Integrity policy and the code of conduct for the Hugh Downs School of Human Communication at: <http://www.asu.edu/clas/communication/acadintpol/>

Disruptive Student Conduct Policy:

I want to build a classroom climate that is comfortable for all. In a communication class, it is especially important that we (1) display respect for all members of the classroom; including the instructor and students, (2) pay attention to and participate in all class sessions and activities; (3) avoid unnecessary disruption during class time (e.g. having private conversations, reading the newspaper, surfing the internet, posting on Facebook, making and receiving cell phone calls

or text messages, etc); and (4) avoid racist, sexist, homophobic or other negative language that may unnecessarily exclude members of our classroom or campus. This is not an exhaustive list of behaviors; rather, it represents examples of the types of things that can have a dramatic impact on the class environment. Your final grade may be reduced by 1% each time you engage in these sorts of behaviors. Further, students who are verbally or physically aggressive towards the instructor, the TAs (if there are TAs in your class), or another student before, during, or after class will have their grade lowered by 25% each time they engage in this sort of behavior (and, students engaging in such behaviors will be permanently removed from the class and the proper authorities notified).

Students are required to adhere to the behavior standards listed in the Arizona Board of Regents Policy Manual Chapter V – Campus and Student Affairs: Code of Conduct http://www.abor.asu.edu/1_the_Regents/policymanual/chap5/index.html, and the ACD 125: Computer, Internet, and Electronics Communications <http://asu.edu/aad/manuals/acd/acd>

Attendance and Participation:

Required? No. Advisable? **HIGHLY**

- There are 40 participation points available.
- *Never be afraid of speaking up in class. We need your perspective.*
- What you get out of this class (alas, yes, including your grade) depends on what you put into it. Everyone's enthusiastic participation is vital to this class's success. Come to every class. Read all readings and do any required preparation before each class. Be active in class. Help your peers and support their progress.
- Quizzes may be taken in advance if necessary but can't be made up without a satisfactory excuse.
- Don't arrive late if you can help it. Class starts promptly. I will not repeat announcements made at the start of class.
- You are accountable for all material discussed in class whether or not you are there so I recommend you have a friend in class who can bring you up to date on days you miss class.
- Never ask me "did I miss something?" The answer is always yes.

Grading:

Point values are given in the grading portion of this syllabus for:

- Attendance and participation
- Homework assignments
- Quizzes
- Final Exam

Handing in Assignments:

- Assignments are due properly formatted **at the beginning of class** on the scheduled due date.
- **Late Penalty:** 10% per calendar day.
- I don't accept assignments via E-mail. I will only read hard copies of your work.
- Computer difficulties are not an excuse for late work. Back up your work and fill up on paper, ink or toner.

Alternate Due Dates and Absences

- Absences having one of the following **documented** excuses may allow for excusing you from participation points or rescheduling a quiz or due date. We will determine any alternate due date in light of all the circumstances.
 - **University sanctioned or legally mandatory absences:** Prior notice and documentation of a university-sanctioned activity, or legally mandatory absence (e.g., witness subpoena, jury duty, trial or court hearing).

- **Religious observance** To schedule an alternate due date due to a religious observance you need not provide documentation, just let me know in advance.
- **Unanticipated major life disturbances** (e.g., medical, car accident, household or family emergency, legal obligation – alien abduction, not so much): timely notice and such documentation as I may require.
- **Non-emergency personal travel plans** (e.g., around holidays) **never** excuse you from any due date. Review the course schedule now and either plan to submit assignments early or make any adjustments to your discretionary plans as necessary.

Assignment Formatting

- **Typed**, with 1-inch **margins** all around, **double-spaced** in black print on white paper.
- **Use only one of these fonts:** Verdana 10 point or Times New Roman 12 point.
- **Number** each page at the **bottom center**.
- Must have a **cover page** with your name, "COM 300", and the date and title of the assignment.
- **Must be STAPLED together in one package** (no paper clips, folded corners or covers/binders). I do not carry a stapler to class. An unstapled assignment will be treated as having not been handed in.

Plagiarism and Citation: In every written assignment, cite all sources including videos using regulation APA or MLA (as you prefer) in-line and bibliography formats. If you need to make legal citations I'll show you how to do that.

- **Over cite, never under cite.** Short rule: "If you didn't write it then cite it."

Essential links in BlackBoard General Resources folder on plagiarism and citations:

- **Plagiarism.Org** is the first best place to go for quick overviews and answers on when and how to cite sources. Use **Duke University's Avoiding Plagiarism** for more detailed explanations.
- Use **Purdue's Online Writing Lab (OWL)** for help with citation formats, grammar, punctuation.
- Material that you "Copy and Paste" from any source is a direct quotation of such material and must be properly cited. Paraphrasing is often better.

Grading and Assessment

Assignments and Points: There are several sources of evaluation for this course, as listed below. Letter grades and the +/- grading scale in this class are as calculated by Blackboard Gradebook (see the chart below for break points) and those calculations are final.

Two non-consecutive unexcused class absences dropped. Not counting quizzes and the Final Exam, our class meets 40 times. You'll get two free absences – i.e., 2 points – if you're otherwise present at every class. That may not sound like much, but it can be the difference if your grade's tight.

Attendance, Participation, Activities 40 @ 1 points/day	40
Homework 10@10 points	100
Quizzes 4@ 15 points	60
Final Exam	60
Total	260

Black Board Letter Grade Scale

98% and above	A+	87% and above but less than 90%	B+	76% and above but less than 80%	C+
94% and above but less than 98%	A	84% and above but less than 87%	B	70% and above but less than 76%	C
90% and above but less than 94%	A-	80% and above but less than 84%	B-	60% and above but less than 70%	D
				Less than 60%	E

General Grading Guidelines

("Content" includes formal features of academic writing including composition, grammar, word choice, use of contractions and other informalities, spelling, citation format. Serious flaws in these can cost substantial points, so take care in your writing. Tip: don't rely on your word processor's spell check feature; just because a word is spelled correctly doesn't mean it's the right word in context – e.g., "there," and "their").

A range grades = advanced level: Work satisfies criteria for B level and shows **exceptional** thought and creativity. **Little or no room for improvement.**

B range grades = superior level: Work thoughtfully addresses every point in the assignment with well founded and thoroughly developed ideas. Thoughts are supported, organization is clear, no deficiencies in content, coherence of thought, analysis, argument or evidence.

C range grades = average level: Work addresses every point in the assignment and demonstrates only minor deficiencies in content, coherence of thought, analysis, argument or evidence.

D grade = minimally adequate: Work incompletely addresses some substantial requirements of the assignment. Work demonstrates substantial deficiencies in content, coherence of thought, analysis, argument or evidence.

E grade = unacceptable: Work ignores and/or incorrectly addresses all requirements of the assignment. Work is carelessly written/presented, disorganized. Plagiarism is grounds for an E or XE grade.

Spring 2015 – M-W-F

Note: I may revise this schedule if necessary

Week		Date	Topics	Reading for THIS Class	<u>Assignments Due</u>
1	M	1/12	Introduction		Please Subscribe to Course Q&A Forum today
	W	1/14	Organizations as Networks and Systems		
	F	1/16	Organizational Cultures and Ethics		
2	M	1/19	Dr. King Holiday		
	W	1/21	Organizational Ethics and the Challenger Case	Maier	
	F	1/23	Your Organizational Culture, System and Role	<i>Great</i> Prologue and Chapter 1	
3	M	1/26	Your Organizational Culture, System and Role		
	W	1/28	Your Organizational Culture, System and Role		Relations and Influences
	F	1/30	Quiz 1		
4	M	2/2	Overtness	<i>Great</i> Chapter 2	
	W	2/4	Overtness		
	F	2/6	Overtness		VSOs
5	M	2/9	Motivation	<i>Secrets</i> Chapter 4	
	W	2/11	Motivation		
	F	2/13	Motivation		
6	M	2/16	Quiz 2		
	W	2/18	Clarity within Relationships	<i>Great</i> Chapter 3 <i>Secrets</i> Chapter 2	<i>Secrets</i> Chapter 4 homework
	F	2/20	Clarity within Relationships		
7	M	2/23	Clarity within Relationships		
	W	2/25	Clarity within Relationships		Ch. 3 Exercises 1-4
	F	2/27	Beginning the Crystal	<i>Great</i> Chapter 4	
8	M	3/2	Beginning the Crystal		
	W	3/4	Beginning the Crystal		

Week		Date	Topics	Reading for THIS Class	<u>Assignments Due</u>
	F	3/6	Organic Growth	<i>Great</i> Chapter 5	Ch. 4 Exercises 1, 2 (3 optional)
9	M	3/9	Spring Break		
	W	3/11			
	F	3/13			
10	M	3/16	Organic Growth		
	W	3/18	Organic Growth		
	F	3/20	Quiz 3		
11	M	3/23	When Growth is Difficult	<i>Great</i> Chapter 6	Ch. 5 Exercises 1, 2 (3 optional)
	W	3/25	When Growth is Difficult		
	F	3/27	When Growth is Difficult		
12	M	3/30	Contributor to Advisor	<i>Great</i> Chapter 7	Ch. 6 Exercises 1, 2
	W	4/1	Contributor to Advisor		
	F	4/3	Quiz 4		
13	M	4/6	Groups and Teams		
	W	4/8	Mobilizing Groups	<i>Great</i> Chapter 8	Ch. 7 Exercises 1, 2
	F	4/10	Mobilizing Groups		
14	M	4/13	Mobilizing Groups		
	W	4/15	Mobilizing Groups		
	F	4/17	Conflict		
15	M	4/20	You as the Definer	<i>Great</i> Chapter 9	Chapter 8 Exercises 1-4
	W	4/22	You as the Definer		
	F	4/24	<i>TBA</i>	<i>TBA</i>	Chapter 9 Exercises 1-5
16	M	4/27	<i>TBA</i>	<i>TBA</i>	
	W	4/29	<i>TBA</i>	<i>TBA</i>	
	F	5/1	<i>Last Day of Class – Wrap up</i>		
<i>Final Exam</i>				<i>Final Grades Posted 5/11</i>	
<i>Wednesday May 6 @ 9:50-11:40</i>					