

COMMUNICATION 453: COMMUNICATION TRAINING AND DEVELOPMENT [Online]

Instructor Contact Information

Office hours via e-mail and video chat (gmail or skype) on request.

Please note that, unless traveling for business, I'm based in New York City (EST) which is three-hours ahead of AZ time. Email response times will follow accordingly.

Required Materials:

- Beebe, S., Mottet, T. P., & Roach, K. D. (2012). *Training and Development: Communicating for Success* (2nd ed.). NY: Pearson.
- Access to an organization (for-profit or not-for-profit)
- Microphone for voice recording

Course Description

Training and Development refers to the manner in which individual experts, consulting organizations, and private and public companies "help managers and employees improve performance and increase job satisfaction" (Arnold & McClure, 1996, p. ix). This course includes an overview of training and development; how to complete a needs assessment; and how to develop, deliver, as well as evaluate a training program. You will learn and apply models to solve problems in organizations and become familiar with technological tools you can utilize as a consultant in multicultural environments.

Course Objectives

- Compare and contrast training with education, development, and consulting
- Identify characteristics of adult learning and learning styles
- Describe the steps involved in producing communication training programs
- Conduct a needs assessment and create a task analysis
- Write clear learning objectives for training that meet criteria for well-worded objectives
- Select appropriate visual aids to enhance learning
- Design a training program

Student Responsibilities

One of the benefits of online learning is that you interact with the class material as your schedule permits. Because the course is flexible to your schedule, it requires you to be self-motivated (1) to thoroughly read the module readings, (2) to complete and submit your assignments *prior* to the deadline, and (3) to keep in contact with classmates and the instructor as necessary.

The requirements and rules indicated in this syllabus and on our course site are non-negotiable. You should drop the class immediately if any aspects of the course, its rules, requirements and/or the instructor's expectations are not acceptable to you. As a student enrolled in COM 259, you are responsible for the following:

Computers

This course is designed for students who already have basic experience with computers and the Internet. You are expected to have access to a reliable computer with appropriate software, and reliable, high-speed Internet access.

Course Contact

You should check your ASU e-mail and the class announcements posted on the course site at least once daily. Periodically, I post announcements and/or send out individual and class emails with updated information about the class. All email sent via the course site is automatically sent to students' asu.edu accounts.

Email is the preferred contact method

Allow 24 hours for me to respond to your email, and be certain to **use the COM 453 subject line** to clearly indicate the purpose of your message. During business hours, unless I'm in a meeting, I'm generally very quick to respond to messages. But don't depend on this. During the weekend expect a 48 hour response window. I will contact you only through ASU email. If you use another email address most of the time, please redirect your ASU-email to that account. **Again, put COM 453 in the subject line.**

Technical Issues

If you have computer/internet or course site-related problems or questions, please contact the ASU Help Desk, as I am unable to assist in these matters. Help is available 24 hours a day, 7 days a week by clicking on Technical Support in the course site.

Readings

Readings are assigned for each unit of the course and are found in your textbook. Doing all of the readings thoroughly—such that you are able to comprehend, apply, evaluate, and critique the information presented—is required.

Assignment Deadlines

The due dates for each Module's assignments are listed in the Syllabus. All assignments must be submitted correctly before 11:59 p.m. (Arizona Time) on their respective due dates to be eligible for credit. Deadlines are absolute; late assignments will not be accepted. Any assignments submitted one minute or later after the 11:59 p.m. deadline will receive a grade of "0." Therefore, you should prepare for the unexpected by recognizing deadlines as the latest possible moment that assignments will be accepted, and plan to submit assignments well in advance.

Course Requirements

Quizzes (7 x 30 points = 210 points)

There are seven quizzes given throughout the session, one per module. Each quiz contains 30 questions and is worth 30. You have 45 minutes to take each quiz. The quizzes are not intentionally cumulative.

Voice Board Activities (6 x 15 points = 90 points)

In the first six modules you will have a Voice Board activity. A Voice Board is like a discussion board, but instead of text, you record your voice. Instructions for each module's activity are in the respective Module areas in the course site. Each Voice Board activity is to be no longer than three minutes in length. This means you'll need to craft what you want to say carefully before recording.

Course Project (200 points)

The course project consists of four different assignments, A1-A4. You will choose an organization and a contact person, learn about the organization, conduct a needs assessment, create a task analysis and delivery plan, and present a final training portfolio. Detailed instructions are found in the **Assignments** area of the course site. Be sure to read this ENTIRE document during the first day of the course, so you understand the assignment expectations.

Class Performance

You are expected to read all of the assigned chapters, listen to all of the lectures, complete all assignments on time, and to interact on the discussion and voice boards and through email with your instructors and classmates in a civil and respectful manner. If you encounter problems that will interfere with your ability to complete an assignment or the course in a timely or successful manner, please contact me immediately. It is important that you contact me before the end of the course; if you wait there will be nothing I can do to help you be successful and/or to complete the course. If you wish to discuss an assignment grade, you must do so in writing (via email) no later than 72 hours after an assignment grade is posted.

Evaluation and Grade Distribution

Your grades are available throughout the semester on the course website.

Points

Quizzes	(7 x 30)	=	210
Voice Boards	(6 x 15)	=	90
Course Project	(various)	=	200
Total		=	500

As you notice above, there are 500 points available in the course. I follow the point breakdowns provided herein. **No extra credit is available—do not ask.**

490-500 = A+	440-449 = B+	390-399 = C+	300-349 = D
461-489 = A	411-439 = B	350-389 = C	000-299 = E
450-460 = A-	400-410 = B-		

Student Rules of Conduct

I want to build an instructional 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) participate in all class activities; (3) avoid unnecessary disruption; and (4) avoid racist, sexist, homophobic or other negative language that may unnecessarily exclude members of our campus and classroom. 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 3% per instance, or you may be removed from the course, if you engage in these sorts of behaviors.

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/acd125.html>).

Students are entitled to receive instruction free from interference by other members of the class. If a student is disruptive, an instructor may ask the student to stop the disruptive behavior and warn the student that such disruptive behavior can result in withdrawal from the course. An instructor may withdraw a student from a course when the student's behavior disrupts the educational process under USI 201-10 (<http://www.asu.edu/aad/manuals/usi/usi201-10.html>).

University Excused Absences

Students participating in university-sanctioned activities need to identify themselves during the first week of class and provide instructors with a copy of travel schedules. Exams, quizzes and discussion questions should be completed on time unless you have a written university-sanctioned excuse for the due date. When possible, assignments should be completed prior to departing campus.

Academic Dishonesty

In the *Student Academic Integrity Policy*, ASU defines *plagiarism* as “using another’s words, ideas, materials or work without properly acknowledging and documenting the source. Students are responsible for knowing the rules governing the use of another’s work or materials and for acknowledging and documenting the source appropriately.” You can find this definition, along with other important information and University policies regarding academic integrity, at:

<http://provost.asu.edu/academicintegrity/policy>

Accommodation for Disabilities

Students with disabilities that have been certified by the ASU Disability Resource Center will be appropriately accommodated, and should inform the instructor as soon as possible of their needs (and provide documentation no later than the second week of class). The Disability Resource Center is located at: Matthews Center, P.O. Box 873202, Arizona State University, Tempe, AZ 85287. Phone (480) 965-1234, TDD (480) 965-9000, Web Page <http://www.asu.edu/studentaffairs/ed/drc/>.

Disclaimer

The information provided in this syllabus constitutes a list of basic class policies. I reserve the right to modify this information when deemed necessary for any reason. You will be notified in class and/or via email/announcements if/when any changes occur.