



## COMM 2170

**Division:** Humanities

**Department:** Communication

**Course:** COMM 2170

**Title:** Organizational Communication

**Catalog Description:**

This course introduces the various perspectives on organizational communication, as manifested in the theories, principles, and practices which predominate in modern organizations. Special emphasis is placed on preparing and organizing various types of oral presentations and communication strategies for organizations. Students should check with transfer institutions for transferability.

**General Education Requirements:** Oral Communications

**Semesters Offered:** Spring

**Credit/Time Requirement:** Credit: 3; Lecture: 3; Lab: 0

**Clock/Hour Requirements:** 0

**Offered for Non-Credit:** No

**Justification:**

Many business and organizational concerns like mobility, human resource management, productivity, contact with the public, teamwork, and management of conflict include communication activities addressed in this course.

Communication 2170 gives the student the opportunity to learn how the communication process works and how they can enter into that process more effectively. Additionally, they will learn how organizations work and how people get into and function in organizations. This class will maintain a balance between theory and practice.

Organizational Communication courses are widely taught in the United States at the lower-division level, and in Utah comparable courses are taught at Salt Lake Community College and UVU.

**Student Learning Outcomes:**

Students will know the major theories related to organizational communication and develop an understanding of being an organization member through course-based experiences.

Students will develop an awareness of the kinds of communication skills that are essential in organizations. Students will demonstrate competence in basic communication principles and know how to orally communicate in a variety of organizational contexts including leading meetings, making group decisions, networking, delivering effective presentations, developing listening skills, dealing with conflict, and managing personal impressions.

Students will be able to discuss how communication and organizations are not fixed realities, but evolving

ideas that interact with one another. Understanding of the ethical considerations impacting organizations is critical. Students will develop an understanding of ethical frameworks to evaluate communication occurring within the organization.

Students will learn how to research, evaluate, interpret, and give oral presentations on current organizational communication research. Students will know how to deal with communication apprehension effectively. Additionally, students will know how to retrieve, critically read, interpret, write persuasively about, and orally present the current research in terms of the organizational theories studied.

## **Content:**

The following topics will be covered in the class:

- Characteristics of competent communication
- Organizational components of communication
- Evolving concepts of organizational communication
- Listening
- Managing impressions
- Delivering effective presentations including sending and receiving messages, organizing, adapting to the audience and situation, and managing communication apprehension
- Developing sound arguments and persuasive messages
- Making group decisions
- Building productive relationships, networks and teams
- Managing conflict
- Leadership
- Training and organizational development including ethics
- Managing organizational images

## **General Education Outcomes:**

### 3) Speak effectively in a variety of contexts.

Students will be required to give a minimum of 3 formal presentations during the semester. Each student will receive specific instruction on how to organize, plan, prepare and deliver those presentations. Special attention will be given to how to manage communication apprehension effectively. Additionally, students will self-assess and receive written and/or oral feedback about their presentations.

### 4) Retrieve, evaluate, interpret, and deliver information through a variety of traditional and electronic media.

Research papers and presentations will require extensive research. Students will be encouraged to use a variety of electronic media in their research. The use of communication journals will be strongly recommended. Each presentation will require the use of presentation software commonly used in many organizations. Students will receive feedback on research-based presentations.

### 8) Apply ethical reasoning to a variety of contexts.

Students will be required to read a variety of current research and critically evaluate the research in terms of the organizational theories and ethics that they will be learning about. Students will be able to evaluate personal ethics as it relates to organizational communication. Additionally, ethical dilemmas will be presented to the class to be analyzed and critiqued with feedback from the instructor and peers.

**Key Performance Indicators:**

Percentages are approximate

2 exams: 20% of the final grade

1 research paper: 20% of the final grade

3 class presentations (minimum): 50% of the final grade

3 outlines for presentations: 10% of the final grade

**Representative Text and/or Supplies:**

Daniels, Tom D., Spiker, Barry K., AND Papa, Michael J. *Perspectives on Organizational Communication* (current edition). New York: McGraw-Hill.

Dues, Michael, AND Brown, Mary. *The Practice of Organizational Communication* (current edition). Boston: McGraw-Hill Primis Custom Publishing.

**Optimum Class Size: 20**

**Maximum Class Size: 24**

**Signatures:**

I hereby submit this course syllabus:

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Elaine Compton, MS, Assistant Professor

I hereby find this course consistent with the goals and resources of the Communication Department:

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Elaine Compton, MS, Assistant Professor, Chair

I hereby find this course consistent with the goals and resources of the Humanities Division:

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Sheryl James Bodrero, PhD, Associate Professor, Dean

I have discussed the need for library resources related to this class with the person submitting the syllabus:

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Lynn Anderson, MLIS, Technical Services Librarian (Main Campus)

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Michelle Olsen, MLS, Campus Librarian (Richfield Campus)