## INTRODUCTION TO HUMAN COMMUNICATION

## HCOM 100

## Spring 2017

**Instructor**: Dr. S. Irene Matz **Office Hours**:

Associate Professor Monday 11:00-12:00 noon

Tuesday 10:00-11:00 a.m.; 2:30-3:30 p.m.

Or by appointment

**Office**: CP 420-11

**Mail**: CP 420

**Phone**: 657-278-4418 E-mail: [imatz@fullerton.edu](mailto:imatz@fullerton.edu)

Website: http://commfaculty.fullerton.edu/imatz

**Class Meeting Time & Place**

Tuesday/Thursday 7:00 -8:15 a.m. CP 129

## Course

**Required Text:** O’Hair, D., Wiemann, M., Mullin, D.I., & Teven, J. (2015) *Real communication: An introduction* (3rd ed.). Boston, MA. Bedford/St. Martens.

**Course Description:**

This is an introductory course that introduces students to the theory and practice of human communication. The focus of the course is learning and practicing the skills needed to improve the quality of communication in a variety of contexts, such as interpersonal, organizational, group and intercultural. Students are expected to practice skills in class and outside of the classroom.

**Learning Goals & Outcomes:**

This course fulfills the general education requirement for the core competency of category I.A., Oral communication. As stated in University Policy Statement 411.201, the seven goals for student learning in the oral communication category (all of which this course addresses) are:

1. To develop and present a clearly spoken message in English.
2. To practice effective listening and speaking in a dialogue.
3. To present an oral message clearly and effectively using relevant and adequate supporting evidence.
4. To understand the influence of culture and context on oral communication.
5. To understand the differences in communication styles.
6. To negotiate cooperative action and solution to problems.
7. To select and use effectively appropriate techniques and materials to support ideas and to motivate and persuade others.

Objectives and learning goals:

* To become more competent in communication across a variety of contexts – interpersonal, organizational, public and intercultural communication situations.
* To recognize the responsibilities and values of an ethical communicator.
* To learn a variety of communication styles – both verbal and nonverbal – to enhance communication skills.

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### Assignment & Assessment Percentage

**Attendance & Participation**

A = 0-2

B = 3-4 classes

C = 5 classes

D = 6 classes

Below = F

**Course Policies**

University regulations require that you are provided with a statement about plagiarismin thecourse syllabus.

**Plagiarism**: Plagiarism is defined as the act of taking the specific substance of another and offering it as one’s own without giving credit to the source. Sources must be cited accurately and appropriately. When sources are used, acknowledgment of the original author or source must be made following standard scholarly practice. Cases of plagiarism will constitute dismissal from the course with a failing grade.

**Integrity:** Academic honesty is a core value at Cal State Fullerton (please see http://www.fullerton.edu/senate/PDF/300/UPS300-021.pdf.) It is cheating if you develop your answers from sources other than those permitted by your professor or represent the work of others as your own. A few specific examples are:

* Using the notes of others
* Using the work of other students
* Handing in work that isn’t yours
* Taking a test for someone else
* Sharing your answers to examination questions or class assignments with others

**Attendance:** Part of your grade will depend on your attendance. Please reference the attendance scale for your letter grade that will be factored into your final grade. Good attendance and promptness are professional behaviors that reflect a responsible employee who is valued. If you must miss a class, please email or phone the professor prior to the class meeting. Please be on time for classes; tardiness interrupts the entire class – use this opportunity to develop habits that lead to your success. A “F” on attendance will automatically earn you a failing grade for the course unless you previously have contacted the professor. Participation is rated on respect for other students and your professor in addition to your active interest and comments during the course. Doing other work in our class; reading other materials; studying for exams; using your computer for other than taking notes are all examples of behaviors that are disruptive to other students and your professor. Please be respectful!

**Disability:** Students with documented special needs are supported through the

Disabled Student Service Office, UH 101, 657-278-3117 and as

documented at [www.fullerton.edu/disabledservices/](http://www.fullerton.edu/disabledservices/).

**Emergency:** <http://emergencypreparedness.fullerton.edu>. Make certain that the

University has your updated and current contact numbers.

**Electronics:** Please make certain that all cell phones and other technical equipment are turned off during class meetings. Laptops are for class notes only and need professor’s approval before using in class. Other use in class is not appropriate or tolerated.

**Class Expectations:** Please demonstrate respect for all students while they are speaking and profession while lecturing. No food in class; beverages are allowed.

**Flexibility:** Please allow for flexibility with our schedule due to class enrollment, class speakers, or other events.

**Assignments:** All assignments are accepted on or before the due date. **Assignments should be “professional” quality and must be completed and handed in for a final grade. Please type all assignments. If assignment is late, it will be graded down. No makeup tests are given unless with prior approval. No extra credit is given.**

**Grading:** Use this as a guide for your written assignments:

**CLARITY** – structural pattern clear, sentences and paragraphs well developed, transitions and report development.

**CONCISENESS –** strive for brevity, avoid redundancies, and include well-developed ideas.

**COMPLETENESS** – introduction, body, and conclusion with support and good development.

**GRAMMAR** – capitalization, punctuation, references, grammatical correctness, proofreading, professional appearance.

**GRADING SYSTEM**

**PLUS/MINUS GRADING**

**Definition of Grades and**

**Their Corresponding Grade**

**Points**

**A+ 4.0**

**A 4.0**

**A- 3.7**

**B+ 3.3**

**B 3.0**

**B- 2.7**

**C+ 2.3**

**C 2.0**

**C- 1.7**

**D+ 1.3**

**D 1.0**

**D- .7**

**F Failing**

**ASSIGNMENT & ASSESSMENT PERCENTAGE**

|  |  |
| --- | --- |
| **Attendance & Participation** | **10%** |
| **Mid-term Assessment** | **20%** |
| **Homework Assignments** | **15%** |
| **Oral Presentation** | **10%** |
| **Final Oral Presentation** | **15%** |
| **Reaction Paper** | **10%** |
| **Final Assessment** | **20%** |
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|  | **SCHEDULE**  **Tuesday/Thursday** |  |
| **Date** | **ASSIGNMENT** | **CHAPTER** |
| Week of: |  |  |
| 1/24 | Introduction to course; Self-introductions |  |
| 1/26 | Communication: Essential Human Behavior | Chapter 1 |
| 1/31 | Discussion continued |  |
| 2/2 | Perceiving the Self and Others | Chapter 2 |
| 2/7 | Discussion & activities |  |
| 2/9 | Verbal Communication | Chapter 3 |
| 2/14 | Nonverbal Communication | Chapter 4 |
| 2/16 | Discussion continued |  |
| 2/21 | Preparing and Researching Presentations | Chapter 12, 13 |
| 2/23 | Delivering Presentations | Chapter 14 |
| 2/28 | Practice impromptu Speeches |  |
| 3/2 | Informative and Persuasive Speeches | Chapter 15, 16 |
| 3/7 | Speech making continued |  |
| 3/9 | Activity |  |
| 3/14 | ***MIDTERM ASSESSMENT (Chapters 1,2,3,4,12,13)*** |  |
| 3/16 | Review assessment |  |
| 3/21 | Oral Presentations |  |
| 3/23 | Oral Presentations |  |
| 3/27-3/31 | **SPRING SEMESTER BREAK** |  |
| 4/4 | Communication and Culture | Chapter 5 |
| 4/6 | Discussion continued |  |
| 4/11 | Listening | Chapter 6 |
| 4/13 | Discussion continued |  |
| 4/18 | Developing and Maintaining Relationships | Chapter 7 |
| 4/20 | Leadership and Group Decision Making  **REACTION PAPER DUE** | Chapter 10 |
| 4/25 | **Share reaction papers** |  |
| 4/27 | **IT’S A WRAP!** |  |
| 5/2 | ***SPEECHES***  ***WRITTEN REPORT AND POWERPOINT SLIDES (3 TO A PAGE)*** |  |
| 5/4 | ***SPEECHES*** |  |
| 5/9 | ***SPEECHES*** |  |
| 5/11 | ***SPEECHES*** |  |
| **5/16**  **7:00 am** | ***FINAL ASSESSMENT (Chapters 14,15,16,5,6,8)*** |  |

**ASSIGNMENTS**

**Individual Paper (20%)**

Identify an ethical campus issue by interviewing at least five students, outside of our class. Use our class readings, discussions and outside sources to develop a paper that identifies ethical standards, philosophies and perspectives that will assist you in your discussion of the issue and possible resolve or solutions. You do not need to resolve the issue, but discuss what may have led to the issue and possible resolutions.

Use the following criteria for your paper:

* Use APA report style
* At least five (5) papers in length – double space; this does not include title page or reference page
* Title page
* Minimum of five sources
* Include a reference page
* Include the grading criteria for written assignments
  + Clarity
  + Conciseness
  + Completeness
  + Grammar and spelling

**Case Studies (10%)**

Write a one page discussion to responds to the ***case applications*** at the end of our chapters. Use theories and concepts included in the chapter to defend your discussion.

Chapters 1, 2, 3, 4, 5, 6, 7, 10, 11, 12, 13

Chapters 8 & 9 (instead of discussion, construct interview challenges and appropriate questions for interviews

You may choose any of the chapter case applications or interview challenges above for a total of **eight (8) for the semester**. These are to be handed in each week. No more than one per week. Last week for accepting these discussions is November 16th.

**Oral Presentation (25%)**

**ORAL Report**

**three parts**

**OCTOBER 19TH**

**ONE PARAGRAPH ON CAREER AND INTERVIEWEE NAME**

**objective: Be more informed about your career.**

**Experience a “day with the professional”.**

###### **Part I** **Choose a profession in your particular area of interest, study, or one that you feel may be an optional consideration.**

Write a formal report about the profession. You should include its history, current and up-dated information that shows the growth of the industry, number of professionals, salaries, criteria for entering the profession and other information.

Use APA style of report (reference lecture and website in Handbook). **Five to seven pages in length**. Basic criteria will earn a “C” – including additional information such as charts, graphs, pictures and other visuals with statistical information will enhance your report and raise your grade.

Your bibliography should have at least 10 sources.

**Part II** Interview a professional in this area**.** Request to “shadow” this person for one-half day to track responsibilities. Include this information in your report. You are responsible for discussing one of our class concepts or theories in your interview, then reporting your discussion.

You should use this opportunity to meet and network with people in your future career.

You may not interview your present employer, people in your present employment, family members or friends.

Procedure

**1. Find someone who works in your area of interest.**

1. Contact the person and identify yourself as a Cal State Fullerton student doing a class assignment. ***Politely*** ask for an interview and the opportunity to share one-half day with him/her. Before your interview, please give me a note with the person’s name, company and interview time and place.
2. Send the person a list of the questions you will ask during the interview. Please include these question in your report’s appendix

Get started immediately in finding your interviewee. Don’t be discouraged if you have to contact several people before someone grants you an interview.

In the introduction, discuss how you contacted the person. More credit is given for challenging contacts.

Some questions may include:

1. What do you find most rewarding (challenging, frustrating (about your job?
2. How did you qualify for your position?
3. How were you able to advance in your career?
4. What is a typical day (work week) like? How do you deal with conflict?
5. What are the requisite skills and areas of knowledge needed to be successful in your position? What leadership styles are used?
6. How do you deal with diversity issues? How do you develop teams/groups?
7. What course(s) do you wish you had taken (or done better in) while you were in school? What are the career opportunities?
8. Other questions that interest you.
9. You need to inquire about one area of our studies such as leadership, diversity, persuasion, groups, or other.

End your report with your comments and thoughts after doing the research and

interview.

Report Format

Use APA report style format. Research your profession using magazines, books, journals, newspapers, and other sources. Grading will include content, style, grammar, creativity, effort for pursuing the professional, and resources.

**Part III**

**INFORMATIVE Oral Presentation with PowerPoint**

**Objectives: Learn strategies for presenting an informative presentation.**

**Learn to use PowerPoint for formal presentations.**

**Become more skillful in oral presentations.**

Extemporaneous presentation (8-10 minutes) with slides.

##### Topic You will present information about your career, the person you interviewed, career responsibilities, response to one of our class topics and your conclusions.

Resources Journal articles, books, magazines articles, newspapers, interviews and electronic sources. A minimum of 10 sources for the entire report. You may want to survey your classmates on the topic, their attitudes and knowledge about your topic. You could accomplish this by using a questionnaire that you may administer before one of our classes. Please make arrangements with me at least one class in advance. This should be referenced in your presentation as an additional source. Please give me a copy of your questionnaire for review before you administer it.

PowerPoint printout of your presentation (three slides to a page) with a reference section given to your professor before your delivery.

Grading Following criteria: organizational structure; delivery; content; research and support; outline; PowerPoint slides and creativity; introduction of colleague; and overall effort. Speeches due on appointed date.

Final Assignment 25% (includes the weight below)

Written paper 10%

Oral report 15%

***PLEASE TEAM UP WITH ANOTHER STUDENT AND LEARN HOW TO INTRODUCE***

***You are responsible for introducing one of your classmates before his or her presentation. We will discuss this format in class. This introduction should include his/her name, background, topic, and other appropriate information. This should be approximately 15 to 30 seconds.***

***You are responsible for attending and introducing your student. 5% will be deducted from your final assignment if you are absent and unable to introduce your person.***

*Let’s make this the best class ever! In addition to office hours and class time, I am available to*

*support and assist you! We will learn from each other; and I value and respect you. Looking*

*forward working with you and making this a great semester – together, we can do it!*