## HUMAN COMMUNICATION STUDIES

## SEMINAR IN ORGANIZATIONAL COMMUNICATION

## HCOM 525

## Fall 2019

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

Associate Professor TR 1:30 -2:30 p.m.

Thursday 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**

Thursday 4:00 – 6:45 p.m.

## Course

**Required Text & Readings:** Kennedy, R. F. (1971). *Thirteen days a memoir of the Cuban missile crisis.* New York: WW. Norton & Company, Inc.

HCOM 525 Handbook (Matz) in campus bookstore.

Articles as listed in syllabus.

**Course Description:**

Theoretical postulates concerning managerial and organizational communication. Research findings and case studies relating to communication determinants and organizational effectiveness. Communicative relationships among individuals, the work unit and the organization.  
  
Prerequisites: [HCOM 324](http://catalog.fullerton.edu/content.php?filter%5B27%5D=HCOM&filter%5B29%5D=525&filter%5Bcourse_type%5D=259&filter%5Bkeyword%5D=&filter%5B32%5D=1&filter%5Bcpage%5D=1&cur_cat_oid=3&expand=&navoid=287&search_database=Filter&filter%5Bexact_match%5D=1#tt8030) , [HCOM 326](http://catalog.fullerton.edu/content.php?filter%5B27%5D=HCOM&filter%5B29%5D=525&filter%5Bcourse_type%5D=259&filter%5Bkeyword%5D=&filter%5B32%5D=1&filter%5Bcpage%5D=1&cur_cat_oid=3&expand=&navoid=287&search_database=Filter&filter%5Bexact_match%5D=1#tt421) , [HCOM 420](http://catalog.fullerton.edu/content.php?filter%5B27%5D=HCOM&filter%5B29%5D=525&filter%5Bcourse_type%5D=259&filter%5Bkeyword%5D=&filter%5B32%5D=1&filter%5Bcpage%5D=1&cur_cat_oid=3&expand=&navoid=287&search_database=Filter&filter%5Bexact_match%5D=1#tt696), admission to the graduate program, or professor approval..

**Learning Goals & Outcomes:**

* Explore and critique organizational theories and perspectives
  + Identify organizational theories and critique relevance in the workplace
  + Discuss the underpinning of ethics and how it influences today’s ethics
  + Critically analyze their effectiveness and implications
  + Discuss ethical issues, behaviors and leadership
  + Examine leadership styles (toxic and intoxicating), its influences and effectiveness
  + Review followership, roles, and influences
* Integrate theory and practice
  + Transfer these theories into present day organizations
  + Analyze their effectiveness; do these advance applications in the workplace
  + Discuss work/life balance; conflict and management styles
  + Consider technological influences in the workplace and the global exchanges
* Identify organizational innovation
  + Balancing both innovation and constraint
  + Argue for exploration of these innovations into the workplace
  + Show how the application leads to a healthier organization
* Discuss ethical considerations, its implications and the effect on the organization
  + Identify how ethical standards are met in organizations
  + Identify how these have been violated
  + Identify the overall effect on the organization, personnel, outside the organization and globally
* Enhance your own intellectual grow and development
  + Identify how you have changed over the semester
    - Educationally, professionally and personally

**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 professor 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.**

**Extra Credit:** None. The assignments will give you opportunity to earn an anticipated grade.

**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**

**YOUR GRADE**

|  |  |  |
| --- | --- | --- |
| **Team Discussion (topical)** | **15%** |  |
| **Short Paper (individual)** | **15%** |  |
| **Research Paper (individual)** | **25%** |  |
| **Film Critique** | **15%** |  |
| **Research Paper & Presentation (team)** | **20%** |  |
| **Group Critique** | **10%** |  |

**Hypothetical Grade Total**

|  |  |  |
| --- | --- | --- |
| **Team Discussion (topical)** | **15%** | **(A)15% X 4.0 = .6** |
| **Short Paper (individual)** | **15%** | **(B)15% X 3.0 = .45** |
| **Research Paper (individual)** | **25%** | **(A-)25% X 3.7 = .925** |
| **Film Critique** | **15%** | **(C+)15% X 2.3 = .345** |
| **Research Paper & Presentation (team)** | **20%** | **(B+) 20% X 3.3 = .66** |
| **Group Critique** | **10%** | **(B) 10% X 3.0 = .30** |
| **Final Grade** |  | **3.28 B+** |

|  |  |  |
| --- | --- | --- |
|  | **SCHEDULE** |  |
| **Date** | **ASSIGNMENT** | **READINGS** |
| 8/29 | Introduction to course; Self-introductions  Organizational Communication; Changing World | Matz  Eisenberg et al. Chapter 1 |
| 9/5 | Diversity/Intercultural globalization in the workplace  **TEAM ONE DISCUSSION** | Northouse  Chapter 16 |
| 9/12 | Leadership  **SHORT PAPER DUE** | Northouse  Chapter 1 |
| 9/19 | **13 DAYS; FILM** | Kennedy, R. |
| 9/26 | **Film discussion continued** |  |
| 10/3 | Leadership continued; Toxic & Intoxicating Leaders  **TEAM TWO DISCUSSION** | Lipman-Blumen, Ch.1 |
| 10/10 | **Discussion** |  |
| 10/17 | Ethics/Honesty **TEAM THREE DISCUSSION**  **Bandura, A. Selective moral disengagement in the exercise of moral agency. *Journal of Moral Education,* Vol. 31, No. 2, 2002.** | Bandura, A. |
| 10/24 | Conflict Management  **TEAM FOUR DISCUSSION** |  |
| 10/31 | **TEAM FIVE DISCUSSION**  Followership  **FILM CRITIQUE PAPER** | Riggio, Chaleff, Lipman-Blumen |
| 11/7 | Technology in the Workplace | Dabirian; Turel |
| 11/14 | **Library; team work; no in-class meeting**  **Professor at State Academic Senate Meeting** |  |
| 11/21 | Toxic Leadership  **RESEARCH PAPER** | Matz |
| 11/26-11/28 | **SEMESTER BREAK – THANKSGIVING** |  |
| 12/5 | Work/life balance – Humble Leadership  **Dizaho, E., Salleh, R. & Abdullah, A. Achieving work life balance through flexible work schedules and arrangements. *Global Business and management Research*, suppl. Special Issue; Boca Raton 9.1s (2017): 455-465.**  **GROUP CRITIQUE DUE** | Schein, Matz |
| 12/12 | **FINAL RESEARCH TEAM PRESENTATIONS** |  |
| 12/19 (5:00) | **DISCUSSION OF RESEARCH PAPER**  **DINNER – MATZ HOST – MARRIOTT** |  |

***Films: 13 Days Guest speakers: TBA***

**Judgment at Nuremberg**

**ASSIGNMENTS**

**Team Discussion (15%)**

As a team member, you will lead the topic discussion for the week (**SEE SCHEDULE**). Each team is responsible for the following:

1. Additional research (5-8 outside sources for your discussion) journal or scholarly articles that will provide more insight into your topic.
2. Prepare a list of questions that will stimulate discussion of your topic. These should be given to class members one week prior to your discussion. This will aid the class in preparation for your topic.
3. Turn in a summary of your readings. The summary can be in outline format with main points and sub points and a reference page of your readings.
4. You will have 20-30 minutes to conduct your discussion followed by a question and answer period for questions from your classmates and professor. If you present a Power Point, please give me a copy of your slides (three to a page) before your presentation.

**Short Individual Paper (15%)**

You are responsible for selecting a topic that relates to organizational communication. You may chose a topic from our course or any other appropriate topic (please submit a prospectus – one paragraph for discussion and our mutual agreement**). DISCUSSION DUE ON 9/12/19.**

Your research should include the following:

1. A topic of interest to you and one that stimulates your intellectual curiosity.
2. Support your paper with at least 10 articles from scholarly journals and/or books.
3. Be prepared to give a 15 minute discussion of your findings.
4. Write a paper that has a purpose statement of your findings; summarize the key points; discuss why this is of interest to you; and advance an argument for future research on this topic.
5. Paper should be typed, double-spaced and at least six to eight pages in addition to a reference page (APA style) and a title page. **Your paper can be longer.**

**Individual Research Assignment (25%)**

You are responsible for selecting a professional and scheduling an interview. Use this as an opportunity to meet a professional and network in the industry. Do not interview someone you know, but rather another person who expands your professional network. **DISCUSSION OF PAPER DUE ON 11/21/19.**

**You should include the following:**

1. Prepared questions for the interview; given to your professor before you send to your professional. Having the questions beforehand provides an opportunity for your interviewee to prepare and think about the response.
2. Take one or two of our class discussion topics and use as a theme for your interview.
3. Write an eight to ten page report that includes background information on your interviewee; brief discussion about the industry or career; your interview; and other information of concepts that you included in your interview.

SUGGESTED FORMAT:

1. Title page
   1. Include title, your name, our class, CSUF
2. Body of Report
   1. Introduction
      1. Brief introduction/overview of the career and interviewee
   2. Headings
      1. Career
         1. Description
         2. Historical background
         3. Key players in history
         4. Industry today
         5. Additional information about the industry
            1. Statistical information

Growth of the industry

Income

other

* + 1. Interview
       1. Interviewee
          1. How interested in career
          2. Industry – employer or if self employed

Information about the company

* + - * 1. Education or skills that prepared for the career
        2. Responsibilities (daily)
        3. Challenges
        4. Introduce one of our class topics and how the person deals with it

Conflict management

Global exchanges/diversity

Leadership

Ethical dilemmas

Other

* + - * 1. Typical day
    1. Conclusion
       1. Your final thoughts
       2. Implications of the career and interview
  1. Reference page
     1. APA style
     2. Must reference researched information about the career and concepts

Note: Don’t forget to send a personal, hand written or typed thank you note to the person you interviewed. It doesn’t have to be long; show your appreciation. It’s the polite effort to take and it reflects your character. You may also want to send the person a copy of your report.

***Research Team Paper and Presentation (20%)***

The goal of this assignment is to explore an organizational theory, phenomenon or perspective that is of particular interest to you. You are required to complete a scholarly review of the literature, investigate the topic, discuss its implications and rational for future investigations. ***Please have your topic approved by me before beginning your research and*** hand in one or two paragraphs that describe the topic and your curiosity and interest in it. **PROPOSAL DUE ON 9/26/19. FINAL RESEARCH PRESENTATION DUE 12/12/19.**

Presentation structure: Your topic, research that supports theoretical concepts, models in a Power Point or Prezi structure.

Your paper can be in **outline form** with topic and subtopics. Please include your reference page and a copy of your Power Point (three slides to a page) before your presentation.

1. Title page (include team member names, course name and number, semester date, and professor name.
2. Introduction
3. Literature Review (main points, subpoints, subsubpoints with references)
4. Implications
5. Summary
6. Reference page
   1. APA research style (20 references)

Requirements:

1. All papers are due on schedule date.
2. Choose a topic that you are interested in or have passion for investigating.
3. No folders please – just staple the right hand corner or report.
4. Reference grading standards in syllabus.
5. Have fun with this research.

**Individual Group Critique (10%)**

**Assignment:**

Write a reflection paper of your experience with the group. Discuss the following – does not have to include all of them.

* Leadership roles
  + Those who assumed the leadership roles
    - The styles, skills, traits (use our readings to support)
* Member roles
  + Followership
    - Were all members equal participants (identify)
    - Was the leadership successful in getting members motivated
      * If so, how
      * If not, what could have been done differently
* What worked for the group
  + Why was this a successful experience
* What lessons did you learn
  + What could have been done differently
  + What did you learn individually
* How did you deal with conflict, if any
  + Who was responsible for resolving the conflict
  + Was it successful
* Did you have fun
* Did you learn from this experience
* What would you change about the assignment

DUE DATE: December 5, 2019

4-5 pages – can be longer (use scholarship journals, and other sources to support your comments)

Use research, theories and concepts to support your reflections.

Do all members deserve the same grade? You could feel that some members deserve a higher grade or a lower grade depending on their contributions, participation and responsiveness.

*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. I look*

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

*On the seesaw of life, you are not alone; I support and encourage you!*