

Course Syllabus – MMP203 Online Business Communications

Course Description

Communication is probably the most important aspect of an individual's life. It is often cited as the cause of most problems that occur in both professional and personal situations. This module approaches communication skills as situations and presents communication skills as critical and necessary tools for managers and supervisors. All organizations understand the value of communication and seek employees that have developed these skills. Many businesses, industries, health, and public service organizations have gone on record that communication skill is more important than occupational skill. They have indicated that they would gladly hire someone who has strong communication skills and then teach them the details of the organization.

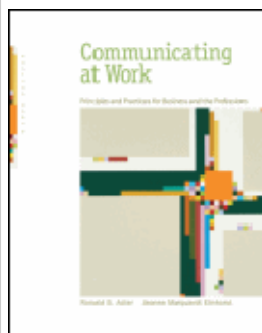
This module will address the basics of business communication including presentation, personal, written, and group communication skills. Presentation communication will focus on developing the presentation, organizing ideas, verbal and visual support in presentations, delivering the presentation, and informative and persuasive speaking. Professional communication will focus on communicating at work and cultural diversity. Personal communication will focus on verbal and nonverbal messages, listening, and interpersonal skills. Written communication will focus on writing effective emails, memos, letters, and reports. Group communication will focus on working in teams and effective meetings.

Opportunities will be given to polish presentation skills. Students will deliver informative, and persuasive speeches. Specific attention will be devoted to developing effective visual aids such as PowerPoint and incorporating them into the speeches.

Required Texts

Communicating at Work: Principles and Practices for Business and the Professions, ninth edition

by Ronald B. Adler and Jeanne Marquardt Elmhorst



Microsoft Office Standard Edition 2003

Two year student version.



Course Objectives

1. Students will understand the five key areas of communication (professional, presentational, personal, group, and written) and how to effectively communicate within each.
2. Students will understand individual personal strengths and areas for improvement in communicating through the five key areas of business communication.
3. Students will understand how cultural diversity influences communication and how to adapt one's communication style to that of other cultures.
4. Students will understand how Christian values and ethics can be modeled in business communication.

Course Outline

Due Date	Unit	Item	Points
April 1	Presentations	Read <u>Communicating at Work</u> , Chapters 10 and 12	N/A
April 1		Discussion	5
April 1		Assignment #1	10
April 1		Journal Entry	5
April 1		Quiz	10
April 1		Summary Paper- Part I	20
April 8	2 Professional	Read <u>Communicating at Work</u> , Chapter 11, 1, and 2	N/A
April 8		Discussion	5
April 15		Assignment #1	50
April 8		Assignment #2	N/A
April 8		Journal Entry	5
April 8		Quiz	10
April 8		Summary Paper- Part II	20
April 15	3 Personal Communication	Read <u>Communicating at Work</u> , Chapters 3, 4, and 5.	N/A
April 15		Discussion	5
April 15		Assignment #1	10
April 15		Excercise #1	N/A

April 15		Journal Entry	5
April 15		Quiz	10
April 15		Summary Paper- Part III	20
April 22	4 Written	Read <u>Communicating at Work</u> , Chapter 13, 14, and Appendix 2.	N/A
April 22		Discussion	5
April 29		Assignment #1	50
April 22		Assignment #2	N/A
April 22		Journal Entry	5
April 22		Quiz	10
April 22		Summary Paper- Part IV	20
April 29	5 Group Communication	Read <u>Communicating at Work</u> , Chapters 8 and 9.	N/A
April 29		Discussion	5
April 29		Journal Entry	5
April 29		Quiz	10
April 29		Summary Paper- Part V	20
		TOTAL POINTS	320

**General
Paper
Requirements**

1. Papers are to be typed, double-spaced with one-inch margins.
2. Papers should be error-free and mechanically correct.
3. Font requirement is Ariel 10-point or Times Roman 12-point maximum.
4. MLA format

**Course
Policies and
Procedures**

General

Students have a responsibility to actively participate and engage in the work presented in this course. Because this is an online course, attendance will be measured via the steady progression of completed work and involvement in the online classroom. You should strive for work habits that are conducive to completion of assignments on time, attention to detail, and organization of work. All work will be assigned deadlines, and you are expected to meet these deadlines.

Courtesy

You are expected to follow rules of common courtesy in all email, threaded

discussion, and other interactions that take place in the online classroom. In addition, you are expected to be nonjudgmental and open to the opinions of other students.

Safeguards

For your protection, be sure to back up all work that is completed on a disk and keep a hard copy as technology sometimes fails. If you experience computer difficulties, you are responsible for solving your own technical problems. Please visit the help section for further information. Be aware that the heaviest usage of the Internet occurs during the evening hours of 8:00-10:00 p.m. During this period, you will experience the slowest download times.

Time Involvement

There is a misconception that an online course requires less time than an onsite course. This is not true! This course will require a great deal of work and discipline on your part. It is most important that you stay on track with assignments and make every attempt to meet all deadlines.

Deadlines

Please remember that technology does fail on occasion. Emails can be misdirected or lost, servers disconnect intermittently, and logins fail to occur. Allow for margins in your work, which will offset any of these previously mentioned delays. **DO NOT** wait until the last minute to complete required work! Allow enough time to complete your work with a minimum of stress. You are responsible for completing work on time and meeting deadlines. In the event of unforeseen circumstances, instructors may work with students to deal with delays.

Help

In the event that technical problems occur, please contact the Help Desk. The link to the Help Desk is located on the main page of the course. Instructors may be contacted in the event clarifications are needed for course materials. Please refer to the email policy for further information.

Email

Instructors will respond to all emails within a period of 48 hours, and all emails will elicit a response. You should monitor replies on all emails that have been both sent and received. Instructors are responsible for replying to all email, and you are responsible for checking email frequently. Communication is essential in an online course, and both instructors and students play an equally important role. It is important for you to voice any concerns you may have to your instructor as soon as they become apparent and not wait for your instructor to sense that you have a need or

concern.

Threaded Discussions

Because this is an online class, it is important for students to feel connected to each other. The class will utilize threaded discussions throughout most units to share thoughts and ideas related to topics. Please be aware that you are required to post an original comment regarding the discussion topic and respond to at least 2 other student's comments (unless instructed otherwise). This is a course requirement and your participation will be factored in as part of your overall grade.

Grading Policies

Please refer to the Student Handbook and the Malone College Catalog for additional information on the grading policies.

Grade points are assigned for each semester hour of credit earned according to the following grading system (based on 100 point scale):

Grading Scale	Letter Grade	Explanation	Quality Points Per Semester Hour
100-96	A	Excellent	4.0
95-92	A-	Excellent	3.7
91-88	B+	Above Average	3.3
87-84	B	Above Average	3.0
83-80	B-	Above Average	2.7
79-76	C+	Average	2.3
75-72	C	Average	2.0
71-68	C-	Average	1.7
Below 67	NC	No Credit	0.0
	I	Incomplete	0.0

"No Credit" (NC) is given when a student has failed to satisfactorily achieve course objectives. It is non-punitive and does not enter into the GPA calculations.

Students receiving a grade of "NC" (No Credit) in any course will receive no credit toward graduation for that module. The student must retake the course and receive a grade of "C-" or better in order to graduate from the program. An additional fee will be charged for each retake.

Students not completing the required work by the end of a course receive an "I" (Incomplete). Students need to complete the assignments in the timeframe agreed to with the instructor, but no longer than three weeks after the course has ended. After three weeks, the "I" grade becomes an "NC" grade, and the course must be retaken.

Late Assignments

Students who are going to be late turning in an assignment must notify the instructor.

There will be a one week grace period for a student to turn in a late assignment. Two weeks after the scheduled due date the assignment will be marked down one letter grade. At three weeks, two letter grades will be forfeited.

If the assignment has not been completed by the third week, a grade of "I" (Incomplete) will be assigned.

Academic Integrity

Personal integrity is a behavioral expectation for all members of the Malone College community, including students of Malone Online. Academic integrity is the part of personal integrity that encompasses all activities in the learning process. Academic integrity is the consistent demonstration of honorable behavior in all academic endeavors.

Participation in academic activities and/or submission of academic work that includes any form of deception is inappropriate. While collaborative endeavors are both permitted and encouraged, it is essential for students to understand the factors that distinguish acceptable and unacceptable academic behaviors.

Submitting part or all of an assignment as one's own work which is copied, paraphrased, or purchased from another source without proper acknowledgement of that source is plagiarism. Misrepresenting participation, using information or accepting aid which is not approved by the instructor (including, but not limited to using notes during a closed-book test, soliciting information about the contents of an assignment or test or accessing and/or disseminating unauthorized material) is considered unacceptable academic behavior.

The list of examples given describes situations in which academic integrity is not being maintained. It is provided to help clarify academic behaviors that must be avoided. While it does not constitute an exhaustive list, it is sufficiently comprehensive to inform even those students who might otherwise compromise academic integrity unintentionally, unconsciously, or as a result of lack of knowledge.