

CMST 2061 – Spring 2019
Business and Professional Communication

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Office Hours
11:30 – 12:20 / 1:30 – 2:30; M & W

Please use the emails provided on the syllabus!

COURSE DESCRIPTION

Today's corporate employers demand a high level of communication competence and you will be expected to communicate appropriately and effectively. To help you meet these expectations, this class explores the communication processes at work in organizations. In addition, the class teaches you how to organize clear, concise, and interesting presentations. By building on speaking and delivery skills, as well as critical thinking and analytical skills that focus on how to examine and solve communication problems, you will be prepared for a bright future.

This is a certified Communication-Intensive (C-I) course which meets all of the requirements set forth by LSU's Communication across the Curriculum program, including

- instruction and assignments emphasizing informal and formal [mode 1] and [mode 2];
- teaching of discipline-specific communication techniques;
- use of draft-feedback-revision process for learning;
- practice of ethical and professional work standards;
- 40% of the course grade rooted in communication-based work; and
- a student/faculty ratio no greater than 35:1.

Students interested in pursuing the LSU Distinguished Communicators certification may use this C-I course for credit. For more information about this student recognition program, visit www.cxc.lsu.edu.

Required Course Materials

Strategic Communication at Work by Waldeck, Kearney and Plax

This is an ONLINE textbook. You can purchase an access code in the Book Store or purchase access to the book directly at:

<https://he.kendallhunt.com/product/strategic-communication-work-contemporary-perspectives-business-and-professional>

Access to Moodle and Computer Based Testing

COURSE REQUIREMENTS

To increase your communication effectiveness in business and professional organizations, you are asked to complete reading assignments, writing assignments, and oral presentations. We will spend a significant amount of time in class working on the oral presentations. It will be important for you to be in class to both work on the presentation but also to earn credit for the activities we complete in

class. If you are not in class, you will fall behind quickly and your presentation grades could suffer. Attending class is especially important when we work on the presentations in groups and pairs. Your final grade will be based on the following point breakdown using the Plus/Minus System.

Final grades will NOT be rounded up.

A+	97-100
A	91-96.99
A-	90-90.99
B+	87-89.99
B	81-86.99
B-	80-80.99
C+	77-79.99
C	71-76.99
C-	70-70.99
D+	67-69.99
D	61-68.99
D-	60-60.99
F	59.99 and below

Grades

All grades will be posted to **Moodle** and all assignments, except for exams, will be returned in class. If you do not understand the reason you earned a specific grade, you have 2 weeks to ask for clarification. Grades will NOT be discussed the day returned, nor will they be discussed over the telephone or through email. If you would like to go over your assignment or have questions concerning the grade you earned, please come to office hours or schedule an appointment.

Overview of Course Assignments and Percentage Values

Reading Responses 6x	20%
Presentations 2x	40%
Success Speech	10%
Exams – Midterm & Final	20%
Attendance & Participation	10%
TOTAL COURSE POINTS	100.00%

Attendance

Attendance will be taken daily. Much like the corporate setting, you are expected to attend class and actively participate in class discussions and evaluations. This means you should show up to class prepared, having read the class assignments and be ready and willing to share with the class. It also means I expect you to come to class **ON TIME** and stay the **ENTIRE** class period

Because it is impossible to learn how to speak in a professional setting without an audience, attendance is **mandatory on ALL presentation days, even if you are NOT presenting.**

Please DO NOT ENTER the classroom on Presentation Days LATE!! Please wait outside until you hear applause. I WILL count you absent if you walk in on a presentation in progress!

Working in Groups

Working with others is an important part of the business and corporate world. In class we will work in groups and pairs on 3 of the 4 presentations. For your groups, I expect you to be an active group member. This includes coming to class and attending group meetings outside of class.

Absences and Tardies

Late work and make-ups will be accepted in *extreme circumstances* and *require documentation*. I follow LSU PS-31 regarding excused absences. Should you miss class, it is YOUR responsibility to get in touch and provide the documentation on the day you return to class. **You will have 1 class week to make up missed work, provided you have documentation for the specific day absent.** Missed work without approved documentation cannot be made up. Excessive absences should be referred to the Dean of your college.

There are several assignments, such as Class Activities or Peer Evaluations that are challenging to make up because you needed to be present in class to complete this work. Some of these assignments can be made up with extra work, but others, like the Peer Evaluations cannot. I will handle these on a case by case basis and so require documentation and have a 1 week deadline.

It is important to be in class ON TIME! We will work strategically in class to prepare for presentations and to give presentations. If one person is tardy, the whole class has to stop and backtrack to catch the tardy person up! More importantly, if you are tardy on the day you present, your group can and will start without you so the class can finish on time! Please make every effort to be on time!

Reading Responses

6 times you are charged with writing a reading response illustrating a theoretical tension or concept in the reading for that day [min. 200 words, max. 500 words]. Please come prepared to present your short response to the class. You are to end your response with 1 or 2 questions. It is your responsibility to track the syllabus to know when these are due. Late responses are subject to a 50% reduction See Moodle for a detailed description of response expectations.

Critical Presentations

Each member of the class will collaborate with other members of the class to develop and present a critical analysis of a particular communication artifact that deals with workplace communication. You will present this analysis using insights, theories, and concepts discussed throughout the class. Each group will present their analysis in a 15-minute presentation and facilitate a 15-minute dialogue and discussion with the class following their presentation. All members of the group must participate equally in the presentation and facilitation of the discussion. Early in the semester presentation dates will be set. Once set, you are bound to that date and no changes may be made unless another group agrees to switch with you. Late presentations are subject to a 50% reduction. See Moodle for a

detailed description of performance expectations.

Any student found to have turned in material not his or her own will be reported to the Dean of Students.

Exams

Twice you will be tested over the content of the book. If you arrive late on exam day, you can receive a copy of the exam up until the first person leaves. After that, you forfeit the exam through your tardiness. Unless university-excused no make-ups will be scheduled.

Attendance & Participation

Attendance in class, much like corporate settings, is expected. It is your responsibility to attend class. Once class has begun you are either tardy and/or absent. You are allowed one absences/late arrival with no questions asked before it affects your grade. Unless it is university excused, proven with documentation, there is no need to email me about your absence. Beginning with your second, I will begin to factor qualitatively in your excessive absences and tardiness into your final grade much the same your workplace supervisor would.

Further your attendance does not constitute presence. Students who are on their cell phones or who are falling asleep are neither engaged nor present and, as a result, forfeit these points. There is no other way to earn participation points except through in-class discussion of the material. Even if students have a reasonable cause to miss class, they are still responsible for demonstrating achievement of the learning goals and other course content.

Mission Statement

You and your group members will create a Mission Statement and Bill of Rights to use as a guide for your group work. You will be given class time to work on this and will turn in a completed assignment with each group member's signatures on it. The grade is basically a pass/fail Group Grade and is worth 5 times the homework assignments. Individually, you will lose 10 points for not attending a day in class when we work on the assignment and 10 points for NOT signing the completed document.

Schedule Changes

Your instructor will work to minimize schedule changes and will announce such changes as far as in advance as possible. By the same token, it is your responsibility to keep informed of these changes and resolve with your instructor any complications that may arise. Check MOODLE and your Text Book daily, as I will update and post messages when needed.

Classroom Civility

Because this is a Business Communication course, it shall be conducted in a **professional manner**. I demand the following from each of you:

- Respect the rights of other presenters and audience members.

- Turn off ALL cell phone, pagers and other electronic devices BEFORE entering class. This means, OFF and NOT vibrate on phone. It also refers to computers when notes are NOT being taken, such as on presentation days.
 - Come to class on time, prepared and ready to listen and to participate in all activities.
 - Pay attention to and show consideration for ALL speakers. This means no homework, reading, emailing, texting, etc.
 - DO NOT enter the room during a presentation. Wait for the applause before you enter.
- If you don't think you can follow these standards, please find another course.**

Academic Integrity

Plagiarism will not be tolerated. Plagiarism is the use of someone else's work, ideas, quotes, etc. without due credit. It is easy to plagiarize in a presentation. Just like a research paper, you must cite the source of your information when you talk about it in your presentation. The penalty for plagiarism or cheating may include failing the assignment, failing the course, or expulsion from LSU. Please see the University's Code of Student Conduct for information regarding this policy. Sometimes these standards are subtle. Feel free to ask if you have questions or concerns so we can keep you from overstepping this fine line.

CHEATING of any kind will not be tolerated and will be immediately passed along to the Dean of Students.

The American with Disabilities Act and the Rehabilitation Act of 1973

If you have a disability that may have some impact on your work in this class and for which you may require accommodations, please see a Coordinator in the Office for Disability Affairs (112 Johnston Hall) so that such accommodations may be arranged. After you receive your accommodation letters, please meet with me to discuss the provisions of those accommodations within the first 2 weeks of class.