

MGT 286 Business Communications
Fall, 2006, Syllabus and Policies
Instructor: Michal Dale

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Office: Glass Hall, Room 214, 836-5582
Office Hours: 10:45-12:30 TTh; 5-6:30 Tues

Course Description: Prerequisites: ENG 110. Managerial business communication theory and practice that include speaking to large groups, interacting within small groups, improving listening skills, composing messages, writing reports based on library research, making ethical decisions, and communicating with other cultures and nationalities.

Objectives: This course is designed to help you (1) understand the effects of culture, technology, ethics and law on communication effectiveness; (2) master the concepts of interpersonal and organizational communication with emphasis on listening and teamwork; (3) develop skill in creating effective emails, letters, memos, and reports based on appropriate research; (4) understand the job search process to create appropriate employment communication; and (5) improve oral presentation skills while using computer software.

Required Text and Materials: *Business Communication: Process & Product*, 5th Ed., Mary Ellen Guffey. South-Western College Publishing Co, 2006. Also: a subscription or access to the Wall Street Journal, 8½ x 11 inch lined paper (for in-class work) free of spiral-bound fringe, blue/black ink pens, #2 pencils for exams, and a red pen for editing.

Attendance Policy: You are expected to be regular in attendance, to arrive in class on time, and to remain in class until class has ended. Attendance will be taken at the beginning of every class session. You are responsible for obtaining class notes, assignments, announcements and handouts from a responsible colleague BEFORE the next class in order to prepare for it and meet assignment deadlines. In-class assignments or quizzes may not be made up. Because this course is designed to allow for group interaction and discussion, attendance and class participation takes on special significance. You are expected to engage in class discussions and activities; to treat everyone with respect, courtesy and tact; to act in a professional and ethical manner; to turn off all cell phones; and to use good listening skills. For complete university attendance policy, see www.missouristate.edu/recreg/attendan.html.

Assignments: Assignments prepared outside of class should be brought to class and submitted when requested. All assignments must be clearly and completely identified with student's name, section number, assignment description and date of submission. Unless otherwise indicated, all assignments should be completed on the computer.

Makeup/Late Work Policy: Students who provide appropriate documentation from doctors when ill or in advance from coaches, sponsors or others in authority for university-sponsored absences will be permitted to make arrangements for outside class assignments scheduled during the class. UNAUTHORIZED LATE WORK WILL NOT BE ACCEPTED FOR CREDIT.

Class Policies: The use by student of cell phones, pagers, or similar communication devices during scheduled classes is prohibited. All such devices must be turned off or put in a silent mode and cannot be taken out during class. At the discretion of the instructor, exception to this policy is possible in special circumstances. See <http://www.missouristate.edu/provost/Policies/default.html> for complete policy.

Academic Dishonesty: Missouri State University is a community of scholars committed to developing educated persons who accept the responsibility to practice personal and academic integrity. You are responsible for knowing and following the University's student honor code, *Student Academic Integrity Policies and Procedures*, available at www.missouristate.edu/provost/AcadmicIntegrity.html and also available at the Reserves Desk in Meyer Library. Any student participating in any form of academic dishonesty will be subject to sanctions as described in this policy.

ADA Nondiscrimination Policy Statement: Missouri State University is an equal opportunity/affirmative action institution, and maintains a grievance procedure available to any person who believes he or she has been discriminated against. At all times, it is your right to address inquiries or concerns about possible discrimination to the Office of Equal Opportunity Officer, Sicheluff Hall 296, (417) 836-4252. Other types of concerns (i.e., concerns of an academic nature) should be discussed directly with your instructor and can also be brought to the attention of your instructor's Department Head.

Disability Accommodation: To request academic accommodation for a disability, contact the Director of Disability Services, Plaster Student Union, Suite 405, 836-4192 or 836-6792 (TTY), www.missouristate.edu/disability. Students are required to provide documentation of disability to Disability Services prior to receiving accommodations. Disability Services refers some types of accommodation requests to the Learning Diagnostic Clinic, which also provides diagnostic testing for learning and psychological disabilities. For information about testing, contact the Director of the Learning Diagnostic Clinic, 836-4787, www.missouristate.edu/contrib/ldc.

Drop Procedure: It is your responsibility to understand the University's procedure for dropping a class. If you stop attending this class but do not follow proper procedure for dropping the class, you will receive a failing grade and will also be financially obligated to pay for the class. To drop a class anytime after the first week of classes, you must complete and turn in a drop slip at an authorized registration center (see www.missouristate.edu/recreg/chnsched.html). You do not need to obtain any signatures on the drop slip. It does not need to be signed by your instructor, your advisor, or a department head. If you wish to withdraw from the University (i.e., drop all your classes), contact the Registration Center, Carrington 320, 836-5522.

Course Evaluation: Total points earned throughout the semester will be based on out-of-class assignments, in-class activities, group projects, exams, quizzes and class participation. Student will know in advance the value of assignments, activities and exams/quizzes. The resulting percentage will determine the final course grade according to the following scale: A: 100-90%; B: 89-80%; C: 79-70%; D: 69-60%; F: below 60%.

Class Schedule (Subject to Change)

Aug	22	Introduction to Class
	24	Chapter 1—Communicating at Work
	29	English Skills Diagnostic Exam
	31	Chapter 16—Employment Communication Resume Preparation presented by Career Services

Sept	5	Ch. 2—Comm.in Small Groups & Teams; Begin Ch. 3 Assign: Cov.Ltr.
	7	Due: Resume Chapter 3: Workplace Listening & Nonverbal Commun. Chapter 4: Intercultural Communication; Diversity; MBTI
	12	Due: Cover Letter Diversity, Intercultural Comm., cont.; Review for Test
	14	Test #1: Chapters 1-4, 16
	19	Due: Ckpoints 1-35 , Appendix A-Guides 1-20; Assign: Abstracts-WSJ
	21	Due: Checkpoints 36-75 , Appendix A, Guides 21-46
	26	Due: WSJ #1 (Individual)—Ethics, Plagiarism
	28	Preparation for WSJ #2—Team; Review for Test #
Oct	3	Due: WSJ #2 (Team)
	5	Test #2: Appendix A (p. A1-A26)
	10	Chapter 5—Writing Process, Phase 1
	12	Activities 5.5-5.11 (Due in Class)
	17	Chapter 6—Writing Process, Phase 2 Activities 6.10-6.15 (Due in Class)
	19	No Class; Fall Break
	24	Chapter 7—Writing Process, Phase 3 Activities 7.7-7.13 (Due in Class)
	26	Test #3: Chapters 5, 6, 7
	31	Chapter 8—Routine E-Mail Messages and Memos
Nov	2	Chapter 8, continued Due: 8.10
	7	Chapter 9—Routine Letters and Goodwill Messages
	9	Chapter 9, continued Due: 9.34 ; Review for Post Test
	14	Test #4: Post Test
	16	Chapter 10—Persuasive and Sales Messages; Assign Group Project
	21	Chapter 10, continued Due: 10.____ (Your Choice) Begin Ch. 11
	23	Thanksgiving Holiday
	28	Chapter 11—Negative Messages Due: 11.____(Choice) ; Test Review
	30	Exam #5: Ch. 8, 9, 10, 11

Dec 5 Chapter 12—Prep. to Write Business Reports
Chapter 13—Org/Writing Business Reports
Chapter 14—Proposals and Formal Reports
7 Team Presentation Preparation

Final Time: _____ Team Presentation