

MGT 286 Business Communications Section 315

Fall 2006

Martin Harris

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Office Hours 6-6:30 Th and by arrangement

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Course Purpose

The purpose of MGT 286, which requires the completion of the **prerequisite ENG 110**, is to provide theory on, and practice in, the following areas:

- email, memo, letter, and resume composition
- listening
- small group interaction and teamwork
- intercultural communication
- ethical decision making
- oral presentations using PowerPoint

Attendance Policy

Research strongly correlates class attendance with academic success. Since the class meets only once a week, missing one class session is equivalent to missing an entire week of class. It is therefore expected that each student will attend every class. Attendance will be taken in the first 5-10 minutes of class, and then roughly checked again after the breaks. In cases of grades close to the border of a grade category (within 1.5 percent), proper attendance (less than 2 classes missed) will determine whether your grade gets pushed to the next level.

Plagiarism and Cheating Policy

Missouri State University is a community of scholars committed to developing educated persons who accept the responsibility to practice personal and academic integrity. Students are responsible for knowing and following the University's student honor code, *Student Academic Integrity Policies and Procedures*, available at <http://www.missouristate.edu/provost/AcademicIntegrity.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.

Textbooks and Other Sources

Students will be expected to read assignments, as class discussion will not always cover the assigned material completely. The following book and other sources are required:

- *Business Communication: Process and Product* by Guffey, 5th Edition
- Access to a word processing program (Word, WordPerfect, OpenOffice, etc.), the Internet, and email through a **Missouri State account**
- Access to *The Wall Street Journal*

Assignments and Examinations

The following list shows the graded assignments and examinations and their point values:

- Five Exams (100 points each)
- Two Abstracts (20 points each)
- Resume (20 points)
- Three Letters or Memos (20 points each)
- Five Editing Quizzes (20 points each)
- Team Oral Presentation (50 points)
- Peer Evaluation of Teamwork (30 points)
- Homework (150 points)

Grading Scale

The grading scale will be 100-90 = A, 89-80 = B, 79-70 = C, 69-60 = D, 59-0 = F.

Term Papers and the Final Examination

No term paper or final examination is required in this course. Students are, however, required to attend the final examination period so that they can make their team oral presentations.

Makeups and Other Assessment Policies

The following statements describe makeups and other assessment policies:

- Assignments will be due at the **beginning** of the class on the dates due.
- Assignments that are not turned in by the beginning of class will be accepted for half credit until the end of class, **period**.
- Assignments will be **computer printed** unless otherwise directed.
- Assignments not delivered in person at the beginning of class **must** be delivered to mcharris@missouristate.edu by 6:30pm on the day it is due. Timestamp on the email as it appears in my mailbox will be strictly determinative of whether it was on time.
- No other late assignments will be accepted.
- A student who must miss an examination shall notify me **prior** to the examination by phone or email and, on returning to class, produce a valid excuse. The student may then be **permitted** to take a comprehensive final December 8 (dead day) from 6-8pm to replace the missed exam grade.

Cell Phone Policy

The use by students 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.htm> for the complete policy.

Nondiscrimination 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, students have a right to address inquiries or concerns about possible discrimination to the Office of Equal Opportunity Officer, Siceluff Hall 296, (417) 836-4252. Other types of concerns (i.e., concerns of an academic nature) should be discussed directly with me first and can also be brought to the attention of my Department Head.

Disability Accommodation Statement

To request academic accommodations for a disability, contact the Director of Disability Services, Plaster Student Union, Suite 405, (417) 836-4192 or (417) 836-6792 (TTY), <http://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, (417) 836-4787, <http://www.missouristate.edu/contrib/ldc>.

Class Outline (schedule is tentative and subject to change)

- Aug-23 Review of syllabus; Chapter 1-Communicating at Work; Chapter 2-Teamwork and Meetings
- Aug-30 English Skills Diagnostic Exam; Chapter 3-Listening and Nonverbal Communication; Chapter 4-Intercultural Communication
- Sep-07 Exam review; Grammar Basics; Appendix A
- Sep-14 Exam Chapters 1-4 & Appendix A; Appendices B & C; Chapter 16-Employment Communication; Resumes
- Sep-21 Resume Rough Draft Due; Chapter 5-Preparing Business Messages; Chapter 6-Organizing Business Messages; Abstracting
- Sep-28 Final Draft of Resume Due; Rough Draft of Abstract 1&2 Due; Chapter 7-Revising Business Messages
- Oct-5 Final Draft of Abstract 1&2 Due; Exam Chapters 5-7 & 16, Appendices B&C, Abstracting, Resumes; Team Assignment and Letter Project
- Oct-12 Chapter 8-Emails & Memos; Teamwork-Team Action Plan; Teamwork-Procedural or Informational Memo
- Oct-19 No class-Fall Break
- Oct-26 Chapter 9-Routine & Goodwill Messages; Teamwork-Routine Claim; Teamwork-Adjustment Approval; Editing Quiz #1
- Nov-2 Personal Business Routine Claim Letter Due; Editing Quiz #2; Chapter 10-Persuasive Messages; Chapter 11-Bad News Messages; Teamwork-Persuasive Request for Favor
- Nov-9 Teamwork-Persuasive Request for Donation; Teamwork-Refused Request; Exam Chapters 8-11;
- Nov-16 Editing Quiz #3; Teamwork-Refused Adjustment; Chapter 12-Preparing Reports
- Nov-21 Editing Quiz #4; Personal Business Refused Request Due; Chapter 15-Oral Presentations; Presentation Project Assigned
- Nov-30 Editing Quiz #5; Chapter 13-Organizing Business Reports; Chapter 14-Proposals and Formal Reports
- Dec-7 Exam Chapters 12-14; Exam English Skills Post Test
- Final Exam Day – Team Presentations; Personal Team Evaluation