

## MGT 286 BUSINESS COMMUNICATIONS

**Instructor:** Joyce Lopez, Glass 215  
836-4340  
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**Office Hours:**  
M/W/F: 11:00 to 1:30  
Other times by appointment

**Catalog 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.

**Course 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 e-mails, letters, memos, and reports based on appropriate research;
4. understand the job search process to create appropriate employment communication;
5. improve oral presentation skills while using computer software.

### Required text and recommended materials:

- Business Communication: Process & Product, Fifth Edition. Mary Ellen Guffey. South-Western College Publishing Company, 2006
- 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 or black ink pens
- #2 pencils (for exams)

### Optional text:

- A Writer's Resource: A Handbook for Writing and Research. Elaine P. Maimon. McGraw-Hill Higher Education, 2003.

## Student Responsibilities

**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 handout materials from a responsible colleague **BEFORE** the next class to allow yourself time to complete any assigned work, to read assigned material, and/or to collect any information that may be needed for class. **If you have an unauthorized or unexcused absence on the day that an unannounced quiz is given or an in-class activity is conducted, you will not be permitted to make it up. Also, attendance and participation will be deciding factors in borderline grade situations.** The University's attendance policy can be found at <http://www.missouristate.edu/recreg/attendan.html>.

**Classroom Etiquette:** You are expected to behave in a courteous, respectful manner while in class. Specifically, you should be actively engaged in classroom activities, not passively (or negatively) observing these activities. During exams and quizzes, students who are wearing baseball-style caps must either remove those caps or turn them around backward. Tinted glasses may not be worn during exams.

**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, assignment description, and date of submission (not date the assignment was given or completed). Because of the volume of paperwork generated in this class, **incorrectly identified work will receive point deductions.** Unless otherwise indicated, **all assignments should be completed on a computer.** Often, assigned work will serve as the basis for further in-class activity. Some of the in-class activities will be collected and graded; some will be collected and simply checked in; some will be edited, refined and then re-assigned for the next class period. Determining what material is due for each class and arriving in class prepared will contribute to higher assignment scores.

**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 assignments and/or most other projects scheduled during the absence. **UNAUTHORIZED LATE WORK WILL NOT BE ACCEPTED FOR CREDIT.** Assignments prepared outside of class should be brought to class completed and submitted when requested.

**Computer Usage:** You are expected to complete assigned work outside of class on a computer. Software should be compatible with the software in the University's computer labs. Using incompatible software prohibits your being able to edit work during class or to merge text with input from others during group projects. Further, using incompatible software prevents your being able to submit to me assignments electronically should the need arise.

### General Course Information

**Activity schedule:** A *tentative* activity schedule will provide reading assignments, tentative test dates, and due dates for major projects. This schedule will be developed on a unit basis; that is, the general reading assignments and classroom activities will be identified from a unit perspective. Specific assignments, along with their point value and due dates, will given orally in each class. Students should be sure they understand what will be due the next class period before leaving class. Any reading assignment (from the text or other resources) should be completed **before** coming to class so that the discussion or activity on any given day can be completed appropriately. To ensure that you understand basic concepts, short quizzes may be given. Unit exams will be given at the conclusion of each major section of study.

**Group work:** The concept of teamwork and its importance in today's workplace will be discussed early in the class. Students' responsibilities to one another and to the group as a whole will be emphasized and implemented. Students will be given the opportunity to provide input about preferences and attributes for working in groups. Every effort is made assemble groups that will be compatible. Students are expected to communicate honestly about difficulties that may be experienced.

**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.

**Academic Integrity:** 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 <http://www.missouristate.edu/provost/22102.htm> 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.

**Non-Discrimination 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 for Equity and Diversity, Siceluff 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 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://psychology.missouristate.edu/lcd>.

**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 procedures for dropping the class, you will receive a failing grade and will also be financially obligated to pay for the class. For information about dropping a class or withdrawing from the university contact the Registration Center at 836-4335.

**Course Evaluation:** Total points earned throughout the semester will be associated with out-of-class assignments, in-class activities, group projects, exams and quizzes. Students will know in advance the value of assignments, activities, and exams/quizzes. Earned points on ALL work will be totaled and divided by points possible. 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.

<b>CLASS OUTLINE (This tentative schedule is subject to change.)</b>		
<b><u>DATE</u></b>	<b><u>TOPIC</u></b>	<b><u>ASSIGNMENT</u></b>
January 17	Review Syllabus	
January 19	Chapter 16 Employment Communication--Resumes	
January 22	Resume preparation activities— <b>Guest speaker</b>	<b>ATTENDANCE REQUIRED</b>
January 24	<b>PRE-TEST</b>	<b>ATTENDANCE REQUIRED</b>
January 26	No class—outside activity	
January 29	<b>Chapter 1—Communicating at Work</b>	<b>WSJ #1 Due (ethics/plagiarism)</b>
January 31	<b>Chapter 2—Communicating in Small Groups and Teams</b>	
February 2	Chapter 3—Listening /Nonverbal Communication	
February 5	Chapter 4—Communicating Across Cultures	WSJ #2 (teams/conflict/decision)
February 7	<b>TEST #1</b>	Chapters 1, 2, 3, 4, & 16
February 9	Chapter 5—Preparing to Write Business Messages	
February 12	Chapter 5 Continued	
February 14	Chapter 6—Organizing and Writing Business Messages	Chapters 5, 6, 7, and 15
February 16	Chapter 6 Continued	WSJ #3 (Work environments)
February 19	<b>PRESIDENT'S DAY—NO CLASSES</b>	
February 21	Chapter 7—Revising Business Messages	WSJ #4 (Interview/employment)
February 23	<b>TEST #2</b>	Chapter 5, 6, & 7
February 26	Team Project; Review schedule / style guide	<b>Chapters 8 to11– simultaneous</b>
Thru	Chapters 8, 9 & 10	<b>activity through team projects</b>
March 16		<b>See project schedule for</b>
<b>March 17- 25</b>	<b>Spring Break</b>	<b>details</b>
March 26	Chapter 10 continued and Chapter 11	
thru		
April 4	Chapter 16—Employment communication	
April 6	<b>SPRING HOLIDAY—NO CLASSES</b>	
April 9	Project review/post-test review	
April 11	<b>POST-TEST</b>	
April 13	<b>TEST #3</b>	Chapters 8, 9, 10, 11 & 16
April 16	Chapter 12 Preparing to Write Business Reports	Team Presentation Project
<b>April 18</b>	<b>Chapter 12 Continued</b>	Details to follow
<b>April 20</b>	<b>Chapter 13 Organizing/ Writing Typical Business Reports</b>	
April 23	Chapter 13 Continued	
April 25	Chapter 14 Proposals and Formal Reports	
April 27	Chapter 14 Continued	Report Due
April 30	Report and Oral Presentation Preparation	
May 2		
May 4	Last Day to Drop	PowerPoint slides Due
May 7	Oral Presentation Practice	
May 9	<b>Last Day of Class</b>	

**Finals:** Section 3: May 16 (Wednesday), 8:45 to 10:45 AM

Section 5: May 14 (Monday), 8:45 to 10:45 AM