

Course Syllabus for MGT 286
Business Communications, Section 9
Missouri State University – Spring Semester, 2007
Glass Hall #261, (TR, 8:00-9:15 am)

Instructor: Myra Miller, MEd

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Office Hours: Glass Hall #215, TR, 10:45-12:30 pm, also by appointment

Course Description and Objectives:

Business Communications (3 hours) – Prerequisite: ENG 110. Managerial business communication theory and practice that includes 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/Goals:

1. To understand the effects of culture, technology, ethics, and law on communication effectiveness;
2. To master the concepts of interpersonal and organizational communication, with emphasis on listening and teamwork;
3. To develop skill in creating effective emails, letters, memos, and reports based on appropriate research;
4. To understand the job search process to create appropriate employment communication;
5. To practice oral and written business communication skills in both independent and collaborative team situations.

Required Materials/Supplies:

- Textbook: *Business Communication: Process & Product*, Fifth Edition, Mary Ellen Guffey, South-Western, 2006.
- Textbook webpage: <http://guffey.swlearning.com>
- Access to Microsoft Word, the Internet and Email through your MSU account.
- Paper, pencil, and pen (one blue, one red).
- Highlighter (any color) and access to English dictionary.

Attendance:

- Attendance and participation is extremely IMPORTANT for a communication class. Your initiative, self-motivation, and commitment are all important aspects of a successful class experience. Attendance and participation will be deciding factors in borderline grade situations.
- Daily attendance will be taken at the beginning of the class. If you arrive late, you are responsible for notifying me at the end of the class so **absent** can be changed to **late**. Three late arrivals and/or early exits (10 minutes maximum) will equal one absence.
- Should absence be unavoidable due to personal/family illness or compelling circumstances, contact me by email or cell phone as soon as possible to be eligible for make-up or late work. If you do not communicate with me prior to or immediately after an absence, you will not be allowed to make up work missed. You are accountable for all material covered and assignments made or completed during an absence. University-sponsored activities require documentation from the sponsor.

Assignments/Class Policies:

- All assignments, exams, presentations are expected to be completed as scheduled.
- Permission to submit late work must be confirmed by the instructor and deadline met to receive credit.
- Unauthorized late work will not be accepted for credit.
- All assignments must be typed and clearly identified with assignment description, student's name, and date of submission.
- 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.

Grading/Evaluation:

- Percentage of possible points earned will be based on this scale:
A = 100-90%, B = 89-80%, C = 79-70%, D = 69-60%, F = 59-0%
- Total points earned throughout the semester will be based on out-of-class assignments, in-class activities, group projects, written and oral presentation, exams and quizzes.
- Grade points breakdown:
 - Exams (5 @ 50 pts), Quizzes (4 @ 25 pts), Final 1 @ 50 pts, TOTAL = 400 pts (40% of grade)
 - Writing/Assignments, 12 @ 25 pts, TOTAL = 300 pts (30% of grade)
 - Team Project (graded individually), TOTAL = 300 pts (30% of grade)
 - Communication 100 pts, Written Report 100 pts, Oral Presentation 100 pts

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.

ADA 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 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://psychology.missouristate.edu/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 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.

MGT 286-9 - CLASS OUTLINE (Instructor: Miller) Spring 2007

Schedule is tentative and subject to change.

<u>Date</u>	<u>Chapters/Topics</u>	<u>Activity/Assignment</u>
16-Jan	Introductions, review syllabus	Email memo of introduction, read Chapter 1
18-Jan	Chapter 1 - Communicating at Work	Group Activity, read Chapter 2
23-Jan	Chapter 2 - Communicating in Small Groups and Teams	Quiz #1 - Chapter 1-2
25-Jan	Business Communication Competency Pretest	Group Activity, read Chapter 3
30-Jan	Chapter 3 - Workplace Listening and Nonverbal Communication	Group Activity, read Chapter 4
1-Feb	Chapter 4 - Communicating Across Cultures	Quiz #2 - Chapter 2-3, Study Guide
6-Feb	<i>Exam #1, Chapters 1-4</i>	Read Chapter 5
8-Feb	Chapter 5 - Writing Process Phase 1: Analyze, Anticipate, Adapt	Discuss Checkpoints Assignment
13-Feb	Chapter 5 - continued	Writing exercise due, read Chapter 6
15-Feb	Chapter 6 - Writing Process Phase 2: Research, Organize, Compose	Writing exercise due, read Chapter 7
20-Feb	Chapter 7 - Writing Process Phase 3: Revise, Proofread, Evaluate	Writing exercise due, Study Guide
22-Feb	<i>Exam #2, Chapters 5-7</i>	Checkpoint Assignments Due
27-Feb	Miller Special	Wait and see!
1-Mar	Career Center Presentation	Bring draft of resume
6-Mar	Chapter 16 - Employment Communication	Submit Resume to Career Center
8-Mar	Chapter 16 - Cover letter and Interviews	Submit Cover Letter, Study Guide
13-Mar	<i>Exam #3, Chapter 16</i>	Submit Thank You Letter
15-Mar	Discuss Team Projects, Assign Teams, Projects	Guest speaker, start research, read Chapter 8
Mar 20-22	SPRING BREAK! NO CLASS!!	
27-Mar	Chapter 8 - Routine Email Messages and Memos	Team project, read Chapter 9
29-Mar	Chapter 9 - Routine Letters and Goodwill Messages	Quiz #3 - Chapter 8-9, read Chapter 10
3-Apr	Chapter 10 - Persuasive and Sales Messages	Team project, read Chapter 11
	Chapter 11 - Negative Messages	Quiz #4 - Chapter 10-11, Study Guide
5-Apr	NO CLASS -Spring Holiday!	
10-Apr	<i>Exam #4, Chapters 8-11</i>	Review for English Skills Test
12-Apr	Business Communication Competency Posttest	Team Work Plan Due, Read Chapter 12
17-Apr	Chapter 12 - Write Business Reports	Team project, read Chapter 13
19-Apr	Chapter 13 - Organizing and Writing Typical Business Reports	Team project, read Chapter 14
24-Apr	Chapter 14 - Proposals and Formal Reports	Team project, Study Guide
26-Apr	<i>Exam #5, Chapters 12-14</i>	Read Chapter 15
1-May	Chapter 15 - Speaking with Confidence	Apply to Team Project
3-May	Group work - Teams Prepare for Presentations	Questions and Answers
8-May	Team Project Oral/Written Presentations	Submit written presentations, oral presentation
10-May	Team Project Oral/Written Presentations, continued	Submit written presentations, oral presentation
May 12-17	TBA - FINAL EXAM, Chapters 1-16	
21-May	Final Grades Due	