

Dr. Karen Lee Woodall

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Office Hours: 11:30-1 MWF, 3-3:30 MW, and by special appointment

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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

### Textbooks and Other Sources

You 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, 5<sup>th</sup> Edition
- Access to Word, the Internet, and email through a **Missouri State University account**
- Access to *The Wall Street Journal*

### Assignments, Examinations, and Dates

Daily class activities, major assignments, quizzes, and examinations are listed on the tentative schedule; and their respective point values are given below. Unscheduled in-class assignments, as well as unannounced quizzes, may also be given.

- Business Communication Diagnostic Exam (no points but **required**)
- Exams (100 points each / non-comprehensive / four / multiple-choice questions)
- Resume (20 points)
- Abstracts (20 points each)
- Team Letters or Memos (10 points each)
- Individually Written Letters or Memos (20 points each / drop one)
- Editing Quizzes (20 points each / drop one)
- Team Oral Presentation (30 points and **required**)
- Peer Evaluation of Teamwork (20 points)

**All assignments, including personal emails sent to me, will be expected to meet prescribed mailability criteria presented in class.**

### Term Papers and the Final Examination

No term paper or final examination is required in this course. You are, however, **required** to attend the final examination period so that you can participate in your team's oral presentation.

## Grading

The grading scale will be 100-90 = A, 89-80 = B, 79-70 = C, 69-60 = D, 59-0 = F. **Your grade will be based on your achievement, not on your effort. Therefore, please keep your grade expectation in line with your achievement.**

## Attendance Policy

The following statements describe the attendance policy:

- Absences will **not** be labeled as “excused” or “unexcused.” Instead, you will be marked as being either present or absent. **Do not email or call to explain your absence unless you miss more than two classes in a row.**
- Roll will be taken during the first ten minutes of class. Therefore, if you are absent when roll is taken, you are responsible for telling me of your presence at the end of that period. No changes will be made beyond that class period.
- Two late arrivals will be counted as one absence. **Each late arrival after the first two will result in a 10-point deduction on the last exam.**
- An early departure of more than 15 minutes will be counted as an absence.
- If you miss no more than **three classes**, you will receive **10 bonus points** at the end of the semester. If you miss more than three but no more than **six classes**, you will receive **5 bonus points**.
- If you stop attending this class and do not follow proper procedures for dropping it, you will receive a failing grade and be financially obligated to pay for the class. For information about dropping a class or withdrawing from the University, please contact the Registration Center at 836-4335.

## Assessment Policies

The following statements describe assessment policies:

- Assignments will be due at the **beginning** of class on the dates due.
- Assignments will be accepted in the **classroom** only. If you plan to be absent, you must give your assignment to a teammate to turn in for you; or you must turn the assignment in early to me.
- Assignments will be **computer printed**, unless otherwise directed, and will be evaluated according to prescribed **mailability criteria**.
- Late assignments will **not** be accepted.
- Makeup exams and quizzes will **not** be given, but exams and quizzes may be taken early. If you miss an exam, you must notify me **as soon as possible** and, on returning to class, produce a valid excuse. If these requirements are met, you could be **permitted** to take a **comprehensive essay final** to replace the missed exam.
- Homework will be assigned as needed and should be completed by you for your benefit. Answers to the homework will be discussed in class.
- Course requirements will **not** be adjusted because you miss class for work, illness, or university-sponsored events. You will still be responsible for all work completed in your absence.
- You will receive a midterm grade sheet and a grade sheet three weeks before the end of the semester. Your final grade will be available **no earlier** than May 22, 2007.

### **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. 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 at the Reserves Desk in Meyer Library. If you participate in any form of academic dishonesty, you will be subject to sanctions as described in this policy.

### **Cell Phone Policy**

Your use of cell phones, pagers, iPods, or similar devices during scheduled classes is prohibited. **All such devices must be turned off or put in silent mode and removed from sight during class.** At my discretion, exception to this policy is possible in special circumstances.

### **Nondiscrimination Policy**

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 you have a right to address inquiries or concerns about possible discrimination to the Office for Equity and Diversity, Sicheluff 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 Policy**

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

01.22	Discuss Course Policy.
01.24	Discuss Chapter 1.
01.26	Discuss Chapter 2.
01.29	Discuss Chapters 3-4.
01.31	Continue Chapter 4. Take <b>DIAGNOSTIC EXAM</b> .
02.02	Discuss Grammar Basics PowerPoints. Check completed <b>SVO-AP</b> <b>handout</b> .
02.05	Discuss Appendix A, Guides 1-20. Work on Checkpoints 1-35.
02.07	Discuss Appendix A, Guides 39-50. Work on Checkpoints 66-75.
02.09	Discuss Appendix A, Guides 21-38. Work on Checkpoints 21-38.
02.12	Discuss Punctuation and Grammar Basics <b>handout</b> . Check completed <b>Punctuation Forms A and B</b> <b>handout</b> .
02.14	Take <b>EXAM 1—Chapters 1-4, Appendix A</b>
02.16	Bring old resume or resume notes. Listen to presentation on Resumes by Career Center advisor. Discuss Chapter 16 and presentation.
02.19	<b><i>Presidents' Day—No Class</i></b>
02.21	Submit <b>first draft of Resume</b> for peer review. Discuss Abstracting <b>handout</b> .
02.23	Submit <b>final draft of Resume</b> for grading. Discuss Chapter 5. Work on Chapter 5 Activities.
02.26	Continue Chapter 5 Activities.
02.28	Discuss Chapter 6. Work on Chapter 6 Activities.
03.02	Submit <b>first draft of Abstract 1 (Informative)</b> for peer review. Continue Chapter 6 Activities.
03.05	Submit <b>final draft of Abstract 1 (Informative)</b> for grading. Discuss Chapter 7. Work on Chapter 7 Activities.
03.07	Electronically submit <b>second revised Resume</b> to <a href="mailto:CrystalScott@MissouriState.edu">CrystalScott@MissouriState.edu</a> by 5 PM. (Save copy of email.) Continue Chapter 7 Activities.
03.09	<b>(Midsemester)</b> Discuss Appendix B. Take Survey of Team Member Attributes.
03.12	Take <b>Exam 2—Chapters 5-7, Appendix B, Abstracting, Resumes</b>

03.14	Submit <b>first draft of Abstract 2 (Critical)</b> for peer review. Move to new teams. Discuss Letter/Memo Project.
03.16	Submit <b>final draft of Abstract 2 (Critical)</b> for grading. Complete Team Action Plan and submit for approval. Take Practice Editing Quiz.
03.19-03.23	<b><i>Spring Break—No Class</i></b>
03.26	Discuss Chapter 8. Take <b>Editing Quiz 1</b> .
03.28	Compose Team PM on laptop.
	<b><i>Thursday, March 29 – Last Day to Drop with Automatic N</i></b>
03.30	Submit <b>Team PM</b> for grading. Discuss Chapter 9. Write DRI. Take <b>Editing Quiz 2</b> .
04.02	Submit <b>DRI</b> for grading. Write DC.
04.04	Submit <b>DC</b> for grading. Compose Team DA on laptop. Take <b>Editing Quiz 3</b> .
04.06	<b><i>Spring Holiday—No Class</i></b>
04.09	Submit <b>Team DA</b> for grading. Discuss Chapter 10. Write PC. Take <b>Editing Quiz 4</b> .
04.11	Submit <b>PC</b> for grading. Write PRF.
04.13	Submit <b>PRF</b> for grading. Write PRI. Take <b>Editing Quiz 5</b> .
04.16	Take <b>Exam 3—Business Communication Competencies</b> .
04.18	Submit <b>PRI</b> for grading. Compose Team PRD on laptop.
04.20	Submit <b>Team PRD</b> for grading. Discuss Chapter 11. Take <b>Editing Quiz 6</b> .
04.23	Write RI.
04.25	Submit <b>RI</b> for grading. Compose Team RRA on laptop.
04.27	Submit <b>Team RRA</b> for grading. Compose Team RA on laptop.
04.30	Submit <b>Team RA</b> for grading. Discuss Chapter 15 and <b>Oral Presentation Project</b> . Receive country assignment. Prepare <b>Outline</b> on laptop and submit for approval.
05.02	Take <b>Exam 4—Chapters 8-11, 15</b> .
05.04	<b><i>(Last Day to Drop/Withdraw)</i></b> Submit <b>Source Materials</b> for approval.
05.07	Submit <b>Index Cards</b> for approval.
05.09	Submit <b>PowerPoint Slides</b> for approval.

05.11	<b>Study Day–No Class</b>
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<b>286 / 4</b>	<b>MON / MAY 14</b>	<b>8:45-10:45 AM</b>	<b>Team Presentation and (1) Personal Team Evaluation (2) PowerPoint Slides</b>
<b>286 / 8</b>	<b>MON / MAY 14</b>	<b>1:15-3:15 PM</b>	<b>Team Presentation and (1) Personal Team Evaluation (2) PowerPoint Slides</b>
<b>286 / 2</b>	<b>WED / MAY 16</b>	<b>8:45-10:45 AM</b>	<b>Team Presentation and (1) Personal Team Evaluation (2) PowerPoint Slides</b>

LETTER ABBREVIATIONS

PM	Procedure Memo	Team
DRI	Direct Request for Information	Individual
DC	Direct Claim	Individual
DA	Direct Adjustment	Team
PC	Persuasive Claim	Individual
PRF	Persuasive Request for Favor	Individual
PRI	Persuasive Request for Interview	Individual
PRD	Persuasive Request for Donation	Team
RI	Refused Invitation	Individual
RRA	Refused Request for Action	Team
RA	Refused Adjustment	Team