1-2015

COMX 102.50: Interpersonal Skills and Communication in the Workplace

Cassandra J. Hemphill
University of Montana - Missoula, cassandra.hemphill@mso.umt.edu

THE UNIVERSITY OF MONTANA
MISSOULA COLLEGE
DEPARTMENT OF APPLIED ARTS AND SCIENCES
SPRING SEMESTER, 2015

COURSE NUMBER AND TITLE
COMX 102-50 (CRN 30389), Interpersonal Communication in the Workplace

COURSE DATES
Monday, January 26, 2015 through Sunday, March 15, 2015 (7 weeks)

SEMESTER CREDITS
1 credit

PREREQUISITES
No prerequisites

PROFESSOR
Cassandra ("Cassie") Hemphill
Email: cassandra.hemphill@mso.umt.edu
Phone/Text: 406-370-8344
Office: HB 02 (the "Fishbowl"), East Campus, Missoula College
Office hours: Face-to-face: Monday, 1:10-2:00pm; by phone/web by appointment

COURSE DESCRIPTION
This course introduces you to the theory and application of interpersonal communication in the workplace. You will learn effective communication strategies that help you be more successful in your professional and personal relationships.

LEARNING OUTCOMES
Upon completion of this course, you will be able to:

1. Identify and apply interpersonal communication skills to both face-to-face and computer-mediated environments in the workplace.

2. Describe and evaluate how verbal, nonverbal, and paralanguage affect interpersonal communication in the workplace.

3. Describe and demonstrate effective and appropriate listening skills in the workplace.

4. Recognize, identify, and evaluate interpersonal conflict in the workplace.

5. Describe how interpersonal communication affects relationships in the workplace.

GRADING

Online Chat. 25% of grade. Tuesday and Thursday, 7-8pm. You <u>must</u> attend <u>one</u> online chat **each week** plus <u>both</u> **chat sessions the final week**. That's a total of eight chats. (*Note:* The Thursday evening chat *may* be rescheduled if one or more students have regularly scheduled, documented work conflicts.) You are expected to arrive to the chat on time and stay for the full hour. The chats are designed to (1) orient you to the week's activities and (2) answer your questions about the material. During the last week (Week 7), we will use the chat times for your team presentations.

Online Tutorials/Quizzes. 25% of grade. Due each Sunday at 11:00pm. The six online tutorials/quizzes are designed to help you work through and understand key information in the text and our other resources. These are tutorials in that they're designed to be interactive. I expect you to have your book or other resource open and read and work through the questions at the same time. These are also quizzes in that you will answer questions to demonstrate your learning and understanding of the material. The questions will be fill-in-the-blank or short essays. These are not timed, but you should expect to spend a couple of hours, depending on how quickly you read and process information and your typing speed.

Reflections. 15% of grade. Due the <u>following</u> Tuesday at 11:00pm (2 days after the quiz closes), except the last reflection, which is due at 11:00pm on Sunday, March 15. The seven graded reflections provide an opportunity for you to articulate your understanding of the material. You will submit your reflection no later than 11:00pm Tuesday (2 days <u>after</u> you complete the online tutorial/quiz). This gives you time to think about what you learned and also think about what questions you still have.

Team Project. 35% of grade. Due Tuesday, March 10 or Thursday, March 12, as assigned by the instructor. You will work in teams to prepare a one training-type presentation. Teams will be assigned by the instructor during the second week of class. Your team will choose one of the topics we cover in class or a related topic and submit your topic to the instructor for approval. Once your topic has been approved, you will research your topic in the academic literature and prepare a 25-minute professional presentation using Microsoft Powerpoint or equivalent. You will give your presentation on either Tuesday, March 10 or Thursday, March 12, as assigned by the instructor. Everyone on your team must give part of the oral presentation. All sources must be cited orally and in writing.

Grades for all written and oral work will be based on both the <u>quality</u> and <u>quantity</u> of your responses. High-quality student work will tie in specific information and examples from the assigned readings and videos as well as your personal experience. You're expected to use standard English (e.g., correct spelling, capitalization, and grammar) suitable for a college course, and will be graded accordingly.

There is no extra credit.

Grading Scale: 90-100 (A), 80-89 (B), 70-79 (C), 60-69 (D), 0-59 (F)

COURSE TEXTS

Hamilton, C. (2013). *Exploring Interpersonal Communication in the Workplace, COMX 102.*
Mason, OH: Cengage Learning. ISBN 978-1-285-89309-9.

> Our primary text, *Interpersonal Communication in the Workplace,* is a custom
> publication for Missoula College. It contains only four chapters -- Chapters 1, 3, 4, and 5
> -- of the larger 2011 text by Cheryl Hamilton called, *Communicating for Results: A Guide
> for Business and the Professions.* (9th Ed., Mason, OH: Cengage Learning). The custom
> edition can be purchased from the East Campus Bookstore for $55.35 (new). Used
> copies of the custom text may also be available in the East Campus Bookstore. New and
> used copies of the complete text are available from sellers like Amazon
> (http://amzn.to/1lWVdHX) – and may be considerably cheaper. However, students
> should balance potential cost savings with their need to have the text no later than the
> end of Week 1.

Additional materials (posted in Moodle)**:**

- "Technology and interpersonal communication." Chapter 12 in West and Turner.
  (2012). *Interpersonal Communication*. Boston: Wadsworth. (provided as a downloadable
  PDF)
- "**Do You Think**" (http://youtu.be/-85-j7Nr9i4)
- Amy Cuddy, "**Your Body Language Shapes Who You Are**"
  (http://www.ted.com/talks/amy_cuddy_your_body_language_shapes_who_you_are)
- Julian Treasure, "**5 Ways to Listen Better**"
  (http://www.ted.com/talks/julian_treasure_5_ways_to_listen_better)
- Social intelligence self-assessment (http://kgajos.eecs.harvard.edu/mite/)
- Conflict management style self-assessment
  (http://www.mheducation.ca/college/mcshane4/student/olc/4obm_sa_13.html)

LATE WORK AND MAKEUP POLICY

No late work or make-ups will be permitted except in extraordinary circumstances, such as a
documented personal or family emergency, extended illness, or serious injury. Please plan
accordingly. If a situation arises that will prevent you from completing your assignments on
time, **notify the instructor at least 24 hours in advance of the deadline**. In your email/text,
identify why you will be late and when you can commit to completing the assignment. No
extensions will be approved by the instructor after the deadline has passed.

DISABILITY STUDENT SERVICES
The University of Montana is committed to providing equal access to programs for students with disabilities. Disability Services promotes an accessible learning environment and provides services to students with disabilities. The office also advocates responsibility for an accessible and hospitable learning environment through the removal of informational, physical, and attitudinal barriers.

Students with disabilities may request reasonable modifications by contacting me. The University of Montana assures equal access to instruction through collaboration between students with disabilities, instructors, and Disability Services for Students. "Reasonable" means the University permits no fundamental alterations of academic standards or retroactive modifications.

If you think you may have a disability adversely affecting your academic performance, and you have not already registered with Disability Services, please contact Disability Services. They are located on the Mountain Campus in Lommason Center 154, or call them at 406-243-2243. Eligible students with disabilities will receive appropriate accommodations in this course when requested in a timely way. Please be prepared to provide a letter from your DSS Coordinator.

STUDENT CONDUCT
The Student Conduct Code at the University of Montana embodies and promotes honesty, integrity, accountability, rights, and responsibilities associated with constructive citizenship in our academic community. This Code describes expected standards of behavior for all students, including academic conduct and general conduct, and it outlines students' rights, responsibilities, and the campus processes for adjudicating alleged violations. The Student Conduct Code describes expected standards of behavior for all students, including academic conduct and general conduct. It outlines students' rights, responsibilities, and the campus processes for adjudicating alleged violations. The code promotes honesty, integrity, accountability, rights, and responsibilities associated with constructive citizenship in our academic community. More information about the Student Conduct Code is available at http://www.umt.edu/vpsa/policies/student_conduct.php .

ACADEMIC MISCONDUCT
Students at the University of Montana are expected to practice academic honesty at all times. Academic misconduct is subject to Academic Penalty (or penalties) by the course instructor and/or University Sanction(s) by the University through the Provost and Vice President for Academic Affairs. Academic misconduct is defined as all forms of academic dishonesty, including plagiarism, misconduct during an examination or academic exercise, and submitting work previously presented in another course. The Student Conduct Code is available online at http://www.umt.edu/SA/VPSA/index.cfm/page/1321.

DROP POLICY
The official policy for dropping a class is provided in the UM Catalog
(http://www.umt.edu/catalog/acad/acadpolicy/default.html).

ABOUT YOUR INSTRUCTOR
- I started using computers before Windows, the Mac, or the internet were invented!
- I'm good with Microsoft products, but I still have problems syncing iTunes.
- I'm always open to suggestions and feedback. If you have ideas about how to improve this course, let me know.

COURSE SCHEDULE
All weeks begin on Monday morning. I have provided estimated times for each activity to help you plan your week and manage your time wisely. **Your time will vary from the estimate**. However, if you find yourself spending significantly <u>more</u> time than estimated for the activity, please notify your instructor immediately!

Week 1 (January 26-February 1): Orientation and Critical Thinking
Estimated time to complete assignments = 3-1/2 hours (1 hour for on-line chat, 5 minutes to watch video, 2 hours to read chapter and complete online tutorial/quiz)
- Attend on-line chat on **Tuesday, 6-7pm** <u>or</u> **Thursday, 6-7pm**
- Watch "Do You Think" video (http://youtu.be/-85-j7Nr9i4)
- Submit Moodle Certificate of Completion before 11pm Sunday, February 1.
  - If you have not used Moodle before, complete the Moodle tutorial first.
  - If you completed the Moodle tutorial previously, you'll find your copy of the Moodle certificate in the "Activities" block
  - If you have <u>any</u> difficulties with Moodle, contact UMOnline Technical Support at 406-243-4999.
- Complete Quiz 1 before 11pm Sunday, February 1. Covers required equipment, first online chat, syllabus, and "Do You Think"

Week 2 (February 2–February 8): Effective Listening
Estimated time to complete assignments = 4 hours (1 hour for on-line chat, 15 minutes to write and submit reflection, 10 minutes to watch video, 30 minutes to complete listening exercise, and 2 hours to read chapter and complete online tutorial/quiz)
- Attend on-line chat on **Tuesday, 6-7pm** <u>or</u> **Thursday, 6-7pm**
- Complete reflection on Week 1 by **Tuesday at 11pm**
- Watch Julian Treasure video, "**5 Ways to Listen Better**"
  (http://www.ted.com/talks/julian_treasure_5_ways_to_listen_better)
- Complete listening exercise (instructions in Moodle)
- Complete Quiz 2 before 11pm Sunday, February 8. Covers Chapter 4 and "5 Ways to Listen Better"

Week 3 (February 9– February15): Non-Verbal Communication
Estimated time to complete assignments = 5 hours (1 hour for on-line chat, 15 minutes to write and submit reflection, 20 minutes to watch video, 10 minutes to complete exercise, 1 hour for first weekly team meeting, 2 hours to read chapter and complete online tutorial/quiz)
- Attend on-line chat on **Tuesday, 6-7pm** <u>or</u> **Thursday, 6-7pm**
- Complete reflection on Week 2 by **Tuesday at 11pm**
- Watch Amy Cuddy video, "**Your Body Language Shapes Who You Are**" (http://www.ted.com/talks/amy_cuddy_your_body_language_shapes_who_you_are)
- Complete power pose exercise (instructions in Moodle)
- Meet with team and select and submit topic for approval
- Complete Quiz 3 before 11pm Sunday, February 15. Covers Chapter 5 and "Your Body Language Shapes Who You Are"

Week 4 (February 16– February 22): Computer-Mediated Interpersonal Communication
Estimated time to complete assignments = 6 hours (1 hour for on-line chat, 15 minutes to write and submit reflection, 30 minutes for weekly team meeting, 2 hours to start research, and 2 hours to read chapter and complete online tutorial)
- Attend on-line chat on **Tuesday, 6-7pm** <u>or</u> **Thursday, 6-7pm**
- Complete reflection on Week 3 by **Tuesday at 11pm**
- Meet with team to divide research assignments; begin researching topic
- Complete Quiz 4 before 11pm Sunday, February 22. Covers West and Turner reading.

Week 5 (February 23– March 1): Improving Interpersonal Relationships
Estimated time to complete assignments = 6 hours (1 hour for on-line chat, 15 minutes to write and submit reflection, 15 minutes to complete self-assessment, 30 minutes for weekly team meeting, 2 hours to finish research, and 2 hours to read chapter and complete online tutorial)
- Attend on-line chat on **Tuesday, 6-7pm** <u>or</u> **Thursday, 6-7pm**
- Complete reflection on Week 4 by **Tuesday at 11pm**
- Complete conflict management style self-assessment (http://www.mheducation.ca/college/mcshane4/student/olc/4obm_sa_13.html)
- Meet with team to update status and share research results; finish researching topic
- Complete Quiz 5 before 11pm Sunday, March 1. Covers Chapter 3 and conflict management style self-assessment.

Week 6 (March 2–March 8): Communication Process
Estimated time to complete assignments = 6 hours (1 hour for on-line chat, 15 minutes to write and submit reflection, 15 minutes to complete self-assessment, 1 hour to prepare your section of presentation, 1-1/2 hours to meet with team to rehearse and finalize presentation, and 2 hours to read chapter and complete online tutorial)
- Attend on-line chat on **Tuesday, 6-7pm** <u>or</u> **Thursday, 6-7pm**
- Complete reflection on Week 5 by **Tuesday at 11pm**
- Complete self-assessment of social intelligence (http://kgajos.eecs.harvard.edu/mite/)
- Prepare your section of presentation; meet with team to rehearse and finalize presentation
- Complete Quiz 6 before 11pm Sunday, March 8. Covers Chapter 1 and social intelligence.

Week 7 (March 9–March 15): Presentations and Wrap-up
Estimated time to complete assignments = 2-1/2 hours (2 hours for on-line chat, 30 minutes to write and submit <u>two</u> reflections)
- Attend on-line chat on **Tuesday, 6-7pm AND Thursday, 6-7pm** (must attend **both days**!)
- Complete reflection on Week 6 by **Tuesday at 11pm** (first of two reflections due this week!)
- Present your team project (Tuesday or Thursday; instructor will assign during Week 6)
- Complete final reflection on Week 7 by **11pm Sunday, March 15**