

Organizational Communication
COM3125 (12034)
Section: 23GC
Fall 2024
Class Dates: 8/22/2024-12/04/2024
MWF, Period 3 9:35 a.m. -10:25 a.m.
Room: 207 Rolfs Hall

Professor: Pasha Agoes, Ph.D.
Department: William & Grace Dial Center for Speech and Communication Studies
Office: 415 Rolfs Hall
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Office Hours: Wednesdays, 2:00 p.m. – 5:00 p.m. (Or by appointment)
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TOPIC OVERVIEW

The purpose of this course is to explore the processes, practices and challenges of communicating in an organizational context internally with the organization as well as with outside publics. With the vast emergence of social media and two-way communication platforms, organizations have seen significant changes in the way they communicate both within its own team and with the public at large. We will examine organizational structures, patterns of communication, task and social roles, extrinsic influences and methods of producing intrinsic motivation and innovation. We will also examine the stakeholder concept of communication, by learning who impacts and gets impacted by the achievement of an organization's objectives.

OBJECTIVES

1. **Understand** the importance and processes of organizational communication.
 2. **Identify** and critically examine the theories of organizations.
 3. **Understand** the importance of culture in shaping communication within organizations.
 4. **Analyze** different organizational systems and communicate your findings.
 5. **Engage** in lively and informed discussions with each other and professionals across a wide variety of organizations.
 6. **Understand** the stakeholder management approach.
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REQUIRED TEXT

***Organizational Communication: Foundations, Challenges & Misunderstandings*, 5th Edition (2021) by Modaff & Butler, Publisher: Cognella.**

COURSE ASSIGNMENTS

I. Exams (Worth 100 Points Each)

You will have a midterm exam and a final exam. The exam may be taken one time only and may be completed only during the exam availability dates indicated on the course calendar. The exam consists of multiple-choice, multiple-answer, matching, true/false, and/or written response questions.

II. Quizzes (Worth 10 points Each)

You will have 10 quizzes in the class. The purpose of these quizzes is to check your learning throughout the semester. This will usually be done on a Friday.

III. Reflection Notes (Worth 3 points each)

Each week students are expected to upload a reflection (1-2 paragraphs) on Canvas regarding their thoughts on that week's content. In these weekly discussions, you are required to make three posts. First, you are required to write about your response and reflection to the contents of that week. For the second and third posts, you are required to give comments to two other classmates. Remember, the discussion needs to be intellectual and academic in nature. Further, it must be done respectfully regardless of your position regarding a particular issue. This weekly online activity allows students to engage more actively with the readings/lectures and engage with each other in a constructive way in addition to classroom time.

Your first three posts are due on Sunday after the first week of class. For the very first reflection note, you can make one post introducing yourself, one post sharing your goals for this class, and the third regarding your current view of organizational communication. This will serve as a baseline for you.

IV. Case Study Presentation

Students will be required to pick a case study relating to organizational communication, and present an analysis. This will be an individual presentation. A separate and detailed assignment description will be provided.

POINTS

Assignments	Points
Midterm Exam	100
Final Exam	100
Quizzes (10 Quizzes)	100
Reflection notes (10 reflection notes worth 3 points each).	30
Individual Presentation	100
Total	430 points

ASSIGNMENT LETTER GRADE DESCRIPTIONS

A/- = Excellent. In addition to excellent quality and performance, work that earns an “A” exceeds minimum requirements and expectations.

B+/- = Very good. A grade of “B” indicates successful completion of all assignment requirements with little room for improvement. Please note that all minimum requirements must be satisfactorily completed to earn a grade of “B” or better. Writing skills and overall performance are above average.

C+/- = Good. A grade of “C” is the most commonly earned grade on course assignments. It indicates work in good standing. All minimum requirements are met, although some might need improvement. Writing skills are average to excellent.

D = Passing but below average. The assignment’s minimum requirements are not met and/or quality of work is less than average.

E = Not passing. Minimum requirements are not met and quality of work is poor, or work displays plagiarism.

FINAL GRADES

Below is the percentage and point breakdown for each letter grade. Please be advised that final letter grades are determined by the number of points earned.

Letter Grade	Percentage
A	94.0 – 100 %
A-	90.0 – 93.99 %
B+	87.0 – 89.99 %
B	84.0 – 86.99 %
B-	80.0 – 83.99 %
C+	77.0 – 79.99 %
C	73.0 – 76.99 %
C-	70.0 – 72.99 %
D+	67.0 – 69.99 %
D	62.0 – 66.99 %
D-	60.0 – 61.99 %
E	0 – 59.99 %

COURSE EXPECTATIONS

1. All written assignments must be turned in via email or through Canvas assignments. Please proofread your work for clarity, accuracy, and relevance.
2. Papers and files for presentations are due on the same day as the presentation. You are expected to dress professionally on presentation days.
3. Attendance is necessary in this course. Only **three absences** for whatever reason will be allowed. **Beginning with the 4th unexcused absence, you will lose 20 points per absence off of your final grade.** An excused absence is possible with a note from a clinic or a doctor, a letter notification for a career interview, or a notification from the Athletic department or other UF department if the student is participating in a UF event.
4. Participation in class is expected.
5. Reading assignments must be met.
6. Since you will be interacting with real world professionals it is important for you to recognize that your behavior and performance is not only a direct reflection on you, but also your class, the Dial Center and the University of Florida. I strongly encourage you to use the opportunities presented in this class to build your professional skills and connections. Make the most of this class and I promise you will see a high return on your investment.

ATTENDANCE

Our class is meeting in person during our scheduled time (unless otherwise noted). Class attendance is expected. Students are responsible for participating in a roll call during class sessions. **Attendance is necessary in a skill-building oriented course.**

To reiterate, attendance is necessary in this course. Only **one absence** for whatever reason will be allowed. **Beginning with the 4th unexcused absence, you will lose 20 points per absence off of your final grade.** An excused absence is possible with a note from a clinic or a doctor, a letter notification for a career interview, or a notification from the Athletic department or other UF department if the student is participating in a UF event.

If you are quarantined due to Covid-19 you must contact the professor and provide documentation. If several students in class are absent due to Covid-19, the professor may choose to record lectures and provide access to those quarantined students.

LATE ASSIGNMENTS

Late work is either points deducted or rejected. **All assignments are due by 11:59 p.m. EST (before midnight) the latest.** It is imperative that students plan ahead. It is the student's responsibility to be certain that their computer is compatible with Canvas. In the event of an extreme emergency that will prevent a student from participating in class for an extended period of time (e.g., hospitalization), please notify me as soon as possible to discuss options for a grade of Incomplete (for more about grades of Incomplete, see notes under "Final Grades").

ACADEMIC INTEGRITY AND ACADEMIC MISCONDUCT

All submitted work during the course, written or oral, will be the student's **personal, original work, and properly cited**. If a student violates this rule, evaluations of work will be done accordingly. Further, if necessary, adjudication will be processed by procedures approved by the University of Florida Honor Court.

STUDENT CONDUCT

The William & Grace Dial Center for Speech and Communication Studies strives for a classroom climate that is comfortable for all. Students are expected to behave according to the UF student code of conduct in their classes. This means treating their instructors and fellow classmates with respect. To ensure a positive learning environment, students should not: Make complaints publicly (in front of other students); attack the instructor verbally, physically, or in written form; or express reactions in the classroom that would bring harm to other students.

Failure to meet the UF code of conduct can impact a student's class participation grade or result in referral to the UF judicial office. Class atmosphere can be made or broken by the approach that students take to the challenges of the course. Students that support others, show good humor in the face of obstacles, show dedication in the face of setbacks, and show grace when others are not doing as well will help to create a positive communication climate.

In a communication class, it is especially important for everyone to:

1. Display respect for all members of the classroom—including the instructor and students.
2. Pay attention to and participate in all class sessions and activities.
3. Avoid racist, sexist, homophobic or other negative language that may unnecessarily exclude members of our campus and classroom.
4. Avoid unnecessary disruption during class time (e.g., having private conversations, surfing the Internet, doing work for other classes, making/receiving cell phone calls, text messaging, etc.).

U Matter, We Care: Your well-being is important to the University of Florida. The *U Matter, We Care* initiative is committed to creating a culture of care on our campus by encouraging members of our community to look out for one another and to reach out for help if a member of our community is in need. If you or a friend is in distress, please contact umatter@ufl.edu so that the *U Matter, We Care* Team can reach out to the student in distress. A nighttime and weekend crisis counselor are available by phone at 352-392-1575. The *U Matter, We Care* Team can help connect students to the many other helping resources available including, but not limited to, Victim Advocates, Housing staff, and the Counseling and Wellness Center. Please remember that **asking for help is a sign of strength**. In case of emergency, call 911.

DISABILITY AND SPECIAL ACCOMMODATIONS

Any student in this course who has a disability that may prevent them from fully demonstrating their abilities should contact me privately, as soon as possible, and discuss accommodations necessary to ensure a successful and educational experience. It is the student's responsibility both to notify me and to make the first contact with the Disability Resource Center (DRC). Additionally, the student must provide written documentation from the DRC at least one week prior to the date in which the student is requesting accommodation.

Other resources are available at <https://disability.ufl.edu/>.

Counseling and Wellness resources:

- Disability resources
- Resources for handling student concerns and complaints
- Library Help Desk support

RIGHT TO PRIVACY

The Family Educational Rights and Privacy Act (FERPA) ensures that student records (for any students over 18 years of age) are kept confidential. I will not release a student's grade to anyone other than the student, or school officials who are given permission to view the student's progress. Anyone other than student (or an approved school official) may not request any information (beyond simple directory information) about a student, their progress, or their status as a student in my class—this includes parents, partners, and other students. For more information, see the University of Florida website for The Family Educational Rights and Privacy Act (FERPA).

ACCEPTABLE USE OF COMPUTER SYSTEM

As a student in this class, you are subject to the Acceptable Use Policies for UF's computer systems. Anyone violating these policies will receive an automatic grade of "E" for the course and will be referred to the University for Disciplinary Action as deemed appropriate by the University of Florida Honor Court.

CHANGES TO COURSE SYLLABUS/CALENDAR

I reserve the right to update or change portions of this course syllabus and calendar in order to make the class a better experience for everyone. This may be in response to suggestions from students, from my own observations, or as the result of requirements by the Department, College, or University. Changes will be posted to the course site on Canvas, and also communicated in class.

COURSE FEEDBACK

I welcome feedback about the course. Students are free to share their thoughts with me in an open, polite, and constructive manner during the semester. Students can make suggestions to me privately during office hours, or via email.

OFFICIAL COURSE EVALUATION

Students are expected to provide feedback on the quality of instruction in this course by completing online evaluations at <https://evaluations.ufl.edu>. Evaluations are typically open during the last two or three weeks of the semester, but students will be given specific times when they are open. Summary results of these assessments are available to students at <https://evaluations.ufl.edu/results/>.

QUESTIONS, CONCERNS, COURSE PROBLEMS

If a student has any concern regarding the course, contact me immediately. However, please do NOT contact me for computer, internet and/or Canvas-related problems. Contact the UF Computing Help Desk at (352) 392-HELP [4357], or email to helpdesk@ufl.edu for these matters.

TENTATIVE SCHEDULE OF TOPICS FALL 2024

DATE	READINGS	ASSIGNMENTS DUE
1. Aug 22-30	Course introduction & syllabus	Purchase book Discuss syllabus Weekly Comments 1 Due on Sunday 11:59 p.m.
2. Sep 2-6	Sep 2 Holiday Chapter 1 (Introduction)	Study Chapter 1 Weekly Comments 2 Due on Sunday 11:59 p.m. Quiz 1 on Friday
3. Sep 9-13	Chapter 2 (Classical Theories of Organizations)	Study Chapter 2 Weekly Comments 3 Due on Sunday 11:59 p.m. Quiz 2 on Friday
3. Sep 9-13	Chapter 3 (Humanistic Theories of Organizations)	Study Chapter 3 Weekly Comments 4 Due on Sunday 11:59 p.m. Quiz 3 on Friday
4. Sep 16-20	Chapter 4 (Systems Theory)	Study Chapter 4 Weekly Comments 5 Due on Sunday 11:59 p.m. Quiz 4 on Friday
5. Sep 23-27	Chapter 5 (Organizational Culture)	Study Chapter 5 Weekly Comments 6 Due on Sunday 11:59 p.m. Quiz 5 on Friday

6. Sep 30-Oct 4	Chapter 6 (Critical Theory)	Study Chapter 6 Weekly Comments 7 Due on Sunday 11:59 p.m. Quiz 6 on Friday
7. Oct 7-11	Chapter 7 (Realistic Recruitment)	Study Chapter 7 Weekly Comments 8 Due on Sunday 11:59 p.m. Midterm Exam on October 11 (Chapters 1-6)
8. Oct 14-18	Chapter 8 (Socialization of New Members)	Study Chapter 8 Weekly Comments 9 Due on Sunday 11:59 p.m. Quiz 7 on Friday
9. Oct 21-25	Chapter 9 (Supervisor-Subordinate Communication)	Study Chapter 9 Weekly Comments 10 Due on Sunday 11:59 p.m. Quiz 8 on Friday
10. Oct 28-Nov 1	Chapter 10 (Peer & Coworker Communication)	Study Chapter 10 Quiz 9 on Friday
11. Nov 4-8	Chapter 11 (Organizational Teams) Chapter 12 (Leaders & Leadership)	Study Chapters 11 and 12 Quiz 10 on Friday
12. Nov 11-15	November 11 Holiday Individual Presentations	-
13. Nov 18-22	Individual Presentations	-
14. Nov 25-29	Holiday Week	-
15. Dec 2-4	December 5 and 6: Reading Days Final Exam	Final Exam on December 4 (Chapters 7-12)