

McLennan C O M M U N I T Y C O L L E G E

WACO, TEXAS

COURSE SYLLABUS

AND

INSTRUCTOR PLAN

BUSINESS AND PROFESSIONAL COMMUNICATION

SPCH 1321.004

DR. TRAVIS COX

NOTE: This is a Blended/Hybrid 16-week course.

COVID 19 Notice:

McLennan Community College is committed to providing you with every resource you need to reach your academic goals. We are also concerned for your safety. We are working through COVID-19 guidelines to make sure we offer a safe environment for you and our faculty. This will include smaller class sizes to manage social distancing and proper cleaning techniques. You will have the advantage of a physical classroom experience but may also need to work part of the time online as we adjust to limited classroom capacity. This will also allow us the flexibility to move online if so directed by federal, state and/or local COVID 19 guidelines. Faculty and staff are preparing now to ensure that you have the best experience in the midst of these uncertain times.

Course Description:

Study and application of communication within the business and professional context. Special emphasis will be given to communication competencies in presentations, dyads, teams and technologically mediated formats.

Prerequisites and/or Corequisites:

There are no official course prerequisites. The student should, however, be able to speak, listen, and write in English, employing at least a high school level vocabulary and correct grammar. Writing, reading, and speaking skills are necessary for completing assignments. To improve inadequate skills for the level of this course, the student may take advantage of the college's reading and developmental English courses.

Instructor Information:

Instructor Name: Travis Cox

MCC E-mail: tcox@mclennan.edu

Office Phone Number: 254-299-8919

Office Location: Faculty Office Building (FO) 215

Office/Teacher Conference Hours: MW 8:00 am – 9:30 pm and 12:30 pm – 2:00 pm

*Note: If you would like to talk with me, setting up an appointment (even during office hours) is the most professional approach. Having an appointment ensures that I will be available to focus my attention on you exclusively. I am available at many times, so email for an appointment. Setting up a Zoom appointment is also a great option, and sometimes email will suffice. I am flexible! If you need to visit with me, please let me know and we can work something out! **Please email me from your MCC student gmail address** (this assures that I will receive the email and can confirm that it is really you emailing me) and include your name, course number, and section number. In most cases, I check my email regularly between 8:00 am and 3:00 pm Monday through Thursday. However, please give me up to 24 hours to respond to your messages on weekdays. I will respond to messages sent on the weekends as quickly as possible, but messages sent after 3 pm on Thursday may not be answered until Monday morning. Please refrain from last-minute, late-night messages and plan accordingly.

Required Text & Materials:

A PDF of *Business Communication for Success* is available on Brightspace. This textbook is free and will be used for several assignments in this course.

MCC Bookstore Website: <http://www.mclennan.edu/bookstore/>

Methods of Teaching and Learning:

Lecture, group projects, written papers, oral presentations, online discussion posts, and other types of work.

Course Objectives and/or Competencies:

The Texas Higher Education Coordinating Board requires that all courses in the Foundational Component area of Communication teach these four Core Objectives:

- Critical Thinking Skills (CT): “to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information.”
- Communication Skills (COM): “to include effective development, interpretation and expression of ideas through written, oral and visual communication.”
- Teamwork (TW): “to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal.”
- Personal Responsibility (PR): “to include the ability to connect choices, actions and consequences to ethical decision-making.”

Learning Outcomes:

- Demonstrate communication competence and critical thinking through an understanding of the foundational communication models. (CT, COM)
- Demonstrate essential public speaking skills in professional presentations. (COM)
- Demonstrate written and oral competencies as it relates to employment (including job searches, interviews, interpersonal interaction, conflict management, leadership and performance appraisals.) (COM, TW, PR)
- Apply essential dyadic and small group processes as they relate to the workplace. (TW, PR)
- Utilize various technologies as they relate to competent communication. (CT, COM)
- Demonstrate effective cross-cultural communication. (CT, COM, TW, PR)
- While specific assignments will vary with each instructor, the following assignments, having an organizational focus, are required for all students taking Speech 1321: Informative presentation, Persuasive presentation, Employment interview, Team presentation, PowerPoint designed media aid presentation.

Course Notes and Instructor Recommendations

- The Instructor Plan, assignment sheets, and other documents are available on Brightspace. Check back frequently to ensure you are up to date on course content.
- Online learning requires a great deal of personal discipline and planning. Please make sure you are doing what you need to stay on top of assignments and projects.
- I am here to help! If you need clarification or would like me to look at a project or outline, please do not hesitate to ask. It is up to you to take initiative and ask for help.

Assignments

Project 1: SWOT Analysis Presentation

For this project, you will work individually to research an established business/organization of your choice and develop a presentation that presents an organized, engaging, and well-researched SWOT analysis of that business/organization (ideally this should be a company that you are personally interested in working for). For this project you will also be submitting a full-sentence outline of your presentation.

Project 2: Simulated Interview

For this project, you will be paired into interview duos. Each student will participate as both the Interviewer and Interviewee. Prior to conducting the interviews, the duo will need to either locate position descriptions for a job/internship or write original descriptions of a position for which the interviewees would be qualified. The duo will then develop a schedule of questions for the interviews, rehearse, and then record the performance of the interviews. For this assignment you will also prepare a resume, cover letter, and other interview related documents.

Project 3: Group Facilitation of a Meeting

For this project, you will work with a group to identify a problem that can be presented to the class during a problem-solving meeting. The group is responsible for developing a meeting agenda and then developing a presentation that walks through the agenda (explaining the problem, discussing solutions criteria, and asking for a response). Each group will attempt to identify a solution that is mutually acceptable to all class members.

Project 4: Problem Solving Podcast

The final project for this course will give you the opportunity to demonstrate your ability to articulate ethical and effective business communication practices by developing a podcast episode that addresses a potentially problematic communicative scenario and then uses various forms of support to provide a solution to this scenario. For this project you will also prepare a reflection paper.

Attendance Assignments

To ensure that you are keeping up with course content and to help solidify your understanding of various topics that are used throughout this course, there will periodically be online attendance assignments that you will need to complete each week. These will typically take the form of a discussion board post, but they might also include other work depending on the topic. These assignments will be ungraded, however, since they are linked with attendance, repeated failure to complete these assignments can result in being dropped from the course or a penalty to your grade..

*Note: More details about each of these assignments will be available on Brightspace.

Course Grading Information:

Each assignment in this course will receive a score out of the following possible points.

- Project 1 100
- Project 2 100
- Project 3 100
- Project 4 100

Your grade for the course will be based on your cumulative score out of a possible 400 points.

- A 360 and above
- B 320 – 359
- C 280 – 319
- D 240 – 279
- F below 240

Grading Notes:

- Completion of each of the 4 major projects is **necessary** to receive a passing grade in the course.
- Assignment guidelines and grading rubrics for all projects will be available ahead of time so you can make sure you are meeting project requirements.
- Grades for written project documents will be factored into your total project grade.
- I do not round up grades and **extra credit** is never offered on an individual basis. If extra credit is offered, it will be offered to the entire class. If you need to achieve a specific grade in this class, I highly suggest you meet with me early in the term to discuss what you will need to do rather than asking for more points later in the term.

Course Policies

Attendance, Late Work, and Make Up Work Policies

Attendance is **mandatory**. Since this is a blended course, your attendance will be taken based both on your presence in the classroom and completion of the required online attendance activities.

- If your reason for being absent is recognized by the College as **excused**, please let me know ahead of time and email satisfactory documentation to me within 2 days of the absence. It is your responsibility to make up any course material missed.
- Following MCC policy, being **absent** from more than 25% of scheduled class meetings (8 days of class) will result in being dropped from the course. If you have already reached the maximum allowable drops and cannot be dropped from the course, each absence beyond the 8 allowable “absences” will result in a 10-point deduction from your final grade.
- I do not accept **late work**. Although I will send out reminders regarding assignments, it is your responsibility to make sure that assignments are completed on time. Submit assignments early to ensure that if you experience technical issues they can be addressed before assignment deadlines. **If you will not be able to finish an assignment by the assigned deadline**, contact me before the deadline so I know your situation.

(<https://www.mclennan.edu/highlander-guide/policies.html>)

Click on the link above for the college policies on attendance and absences. Your instructor may have additional guidelines specific to this course.

Decorum

As an adult and college student, you are expected to present/conduct yourself accordingly/appropriately. You are expected to demonstrate consistent maturity, respect, and positivity in your communication with myself and other students. As this is a shared communicative context, it is imperative that all exchanges be appropriate, civil, and constructive, and that the educational environment be tolerant and supportive.

Academic Honesty

Academic honesty is always expected. As such, plagiarism and cheating of any kind will not be tolerated. If you are caught in the act of cheating or turn in an assignment that is plagiarized in **ANY** way, you will receive an “F” for the course and be prosecuted according to the full extent of MCC guidelines.

(www.mclennan.edu/academic-integrity)

Click the link above for information about academic integrity, dishonesty, and cheating.

Grading Philosophy

Grades are earned by you and assessed by me based both on 1) the caliber of scholarship that is demonstrated/submitted and 2) the extent to which it meets/exceeds established criteria. Therefore, while desire, motivation and effort are all highly prized attributes often necessary for academic advancement, it is only the measurable manifestation of these qualities that I can and will evaluate. In doing so, I do not intend to deceive you or devalue your work by inflating your grade; I plan to provide precise, expert, and honorable evaluations.

Assignment Feedback and Grade Questions

If you would like feedback on an assignment prior to turning it in, I would be happy to look at your work. Please allow adequate time for material to be reviewed so that substantive comments can be provided. Grades will be posted on Brightspace within 4 days of each submission deadline. Legitimate, substantive, and timely grade questions may be discussed privately and after at least one full day has passed since the respective graded material and feedback is returned to you. Be prepared to share with me your thoughtful, specific grade question(s) in a calm and respectful manner. An inquisitive versus accusative attitude/approach will be of much greater benefit to you.

*Note: You will need to access each link separately through your Web browser (for example: Mozilla Firefox, Chrome, Microsoft Edge or Safari) to print each link's information.

Course Schedule

Week 1 (1/11 – 1/17)

- **Introductions (Monday, 1/11)**
- Sending & Receiving Messages (Attendance Assignment 1 due Sunday, 1/17)

Week 2 (1/18 – 1/24)

- Monday: Martin Luther King, Jr. Holiday (No Class)
- Organizations & SWOT Analysis (Attendance Assignment 2 due Sunday, 1/24)

Week 3 (1/25 – 1/31)

- **Audience Analysis (Monday, 1/25)**
- Speech Organization & Outlining (Attendance Assignment 3 due Sunday, 1/31)

Week 4 (2/1 – 2/7)

- **Finding & Using Support (Monday, 2/1)**
- Visual Aids (Attendance Assignment 4 due Sunday, 2/7)

Week 5 (2/8 – 2/14)

- **Delivery (Monday, 2/8)**
- Workshop 1 (submission due Thursday, 2/11, response due Saturday, 2/13)

Week 6 (2/15 – 2/21)

- **Project 1: SWOT Analysis Presentation (Monday, 2/15)**

Week 7 (2/22 – 2/28)

- **Interviewing (Monday, 2/22)**
- Interviewing (Attendance Assignment 5 due Sunday, 2/28)

Week 8 (3/1 – 3/7)

- **Resumes and Cover Letters (Monday, 3/1)**
- Workshop 2 (submission due Sunday, 3/7)

Spring Break (3/8 – 3/14)

Week 9 (3/15 – 3/21)

- **Project 2: Simulated Interview (Monday, 3/15)**

Week 10 (3/22 – 3/28)

- **Collaborating in Teams (Monday, 3/22)**
- Conflict Management (Attendance Assignment 6 due Sunday, 3/28)

Week 11 (3/29 – 4/4)

- **Enhancing Team Meetings (Monday, 3/29)**

Week 12 (4/5 – 4/11)

- **Project 3: Group Facilitation of a Meeting (Monday, 4/5)**

Week 13 (4/12 – 4/18)

- **Upward, Downward, and Horizontal Comm (Monday, 4/12)**
- Leadership (Attendance Assignment 7 due Sunday, 4/18)

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Week 14 (4/19 – 4/25)

- **Persuasion (Monday, 4/19)**
- Refutation (Attendance Assignment 8 due Sunday, 4/25)

Week 15 (4/26 – 5/2)

- **Reasoning & Fallacies (Monday, 4/26)**
- Monroe's Motivated Sequence (Attendance Assignment 9 due Sunday, 5/2)

Week 16 (5/3)

- Project 4: Problem Solving Podcast (due Monday, 5/3)

*Note:

- Unless otherwise stated, all Attendance Assignments and Workshop posts are **due by 11:59 pm on the date listed above**. If your schedule will make it difficult for you to complete an assignment by the noted date and time, please finish your assignment early (All content and assignments will be made available well ahead of the deadline to give you adequate time to complete your work on your schedule).
- Lines marked in **bold** are days you are required to be in the classroom for face-to-face instruction. These class periods will always be in the scheduled classroom and at the scheduled time. If we need to divide the class into 2 cohorts/groups of students for safety purposes, you will be notified in advance which day you are to attend (Monday or Wednesday).
- Lines that are **underlined** indicate that a major course Project is due that week.
- Any changes to this schedule will be posted on Brightspace.

McLennan

C O M M U N I T Y

COLLEGE

ACADEMIC RESOURCES/POLICIES

Student Support/Resources:

MCC provides a variety of services to support student success in the classroom and in your academic pursuits to include counseling, tutors, technology help desk, advising, financial aid, etc. A listing of these and the many other services available to our students is available at <http://www.mclennan.edu/campus-resource-guide/>

College personnel recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources or want to explore strategies for balancing life and school, we encourage you to contact a success coach by calling (254) 299-8226. Students can visit the Completion Center Monday-Friday from 8 a.m.-5 p.m. to schedule a meeting with a success coach and receive additional resources and support to help reach academic and personal goals. Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff based on household size. Text (254) 870-7573 to schedule a pantry appointment. The Completion Center and pantry are located on the Second Floor of the Student Services Center (SSC).

MCC Foundation Emergency Grant Fund:

Unanticipated expenses, such as car repairs, medical bills, housing, or job loss can affect us all. Should an unexpected expense arise, the MCC Foundation has an emergency grant fund that may be able to assist you. Please go to <https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html> to find out more about the emergency grant. The application can be found at https://www.mclennan.edu/foundation/docs/Emergency_Grant_Application.pdf.

Minimum Technical Skills:

Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

Backup Plan for Technology:

In the event MCC's technology systems are down, you will be contacted/notified through your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

* [Click Here for the Minimum System Requirements to Utilize MCC's D2L|Brightspace](https://www.mclennan.edu/center-for-teaching-and-learning/Faculty%20and%20Staff%20Commons/requirements.html)
(<https://www.mclennan.edu/center-for-teaching-and-learning/Faculty%20and%20Staff%20Commons/requirements.html>)

Click on the link above for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

Email Policy:

McLennan Community College would like to remind you of the policy (<http://www.mclennan.edu/employees/policy-manual/docs/E-XXXI-B.pdf>) regarding college email. All students, faculty, and staff are encouraged to use their McLennan email addresses when conducting college business.

A student's McLennan email address is the preferred email address that college employees should use for official college information or business. Students are expected to read and, if needed, respond in a timely manner to college emails.

Instructional Uses of Email:

Faculty members can determine classroom use of email or electronic communications. Faculty should expect and encourage students to check the college email on a regular basis. Faculty should inform students in the course syllabus if another communication method is to be used and of any special or unusual expectations for electronic communications.

If a faculty member prefers not to communicate by email with her/his students, it should be reflected in the course syllabus and information should be provided for the preferred form of communication.

Email on Mobile Devices:

The College recommends that you set up your mobile device to receive McLennan emails.

Forwarding Emails:

You may forward the emails that come to your McLennan address to alternate email addresses; however, the College will not be held responsible for emails forwarded to an alternate address that may become lost or placed in junk or spam filters.

Accommodations/ADA Statement

Any student who is a qualified individual with a disability may request reasonable accommodations to assist with providing equal access to educational opportunities. Students should contact the Accommodations Coordinator as soon as possible to provide documentation and make necessary arrangements. Once that process is completed, appropriate verification will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification has been provided by the Accommodations Coordinator. Instructors should not provide accommodations unless approved by the Accommodations Coordinator. For additional information, please visit mclennan.edu/disability.

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:

disabilities@mclennan.edu

254-299-8122

Room 319, Student Services Center

* [Click Here for more information about Title IX](http://www.mclennan.edu/titleix)
(www.mclennan.edu/titleix)

We care about your safety, and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed behavior, we are here to help. Individuals who would like to report an incident of sexual misconduct are encouraged to immediately contact the Title IX Coordinator at

titleix@mclennan.edu or by calling Dr. Drew Canham (Chief of Staff for Equity & Inclusion/Title IX) at 299-8645. Individuals also may contact the MCC Police Department at 299-8911 or the MCC Student Counseling Center at MCC by calling 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student or employee may report sexual harassment anonymously by visiting the following website: <http://www.lighthouse-services.com/mclennan/>.

McLennan's Title IX webpage (<http://www.mclennan.edu/titleix/>) contains more information about definitions, reporting, confidentiality, resources, and what to do if you or someone you know is a victim of sexual misconduct, gender-based violence or the crimes of rape, acquaintance rape, sexual assault, sexual harassment, stalking, dating violence, or domestic violence.

** You will need to access each link separately through your web browser (for example Mozilla Firefox, Chrome, Microsoft Edge, or Safari) to print each link's information.*