

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 1321.002

DR. TRAVIS COX

NOTE: This is a 16-week course.

COVID 19 Notice:

McLennan Community College is committed to providing you with every resource you need to reach your academic goals including your safety. We will continue to monitor the evolving situation with COVID 19 and adjust our safety guidelines to make sure we offer a safe environment for you and our faculty. Please make sure to consult your faculty and the MCC website at <https://www.mclennan.edu/crisis-management/coronavirus-updates/index.html> on any changes to these guidelines.

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) 114

Student Office Hours: TTH 10:00 am – 1:00 pm

- If these particular **office hours** do not work with your schedule, I am also available at many other times throughout the week and scheduling an appointment is the best way to find an alternative time to communicate with me outside the classroom and these scheduled hours.
- **Email** is a great option if you have a question or would like to schedule a meeting. If you email me, **please use 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. I will try to respond as quickly as possible, but in some cases (particularly if you email me during the weekend) please give me up to 24 hours to respond to your messages. Additionally, please refrain from last-minute, late-night messages and plan accordingly.
- If you would prefer to talk via **Zoom**, to make scheduling a time to meet with me easier, please click on the following link and select a time that works for you: <https://calendly.com/face-to-face-time/face-to-face-time>. After selecting a time, you will receive a confirmation email with Zoom instructions for our meeting. If none of the available times will work for you, please let me know and we can work something out!

Required Text & Materials:

A PDF of *Business Communication for Success* is available on Brightspace in the “Instructor Plan and Course Documents” folder. This textbook is free and will be used as needed in this course.

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

Methods of Teaching and Learning:

Lecture, oral presentations, group projects, written papers, in-class activities, 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.
- 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: Simulated Interview

For this project, you will be paired with a partner and will conduct 2 simulated interviews. Each student will participate in one interview as the interviewer and one interview and the interviewee. Prior to conducting the interviews in class, each student will locate a job description for a job/internship they are individually interested in, prepare appropriate interview documents, and develop a schedule of questions for interviewing their partner for their selected position.

Project 2: Group Facilitation of a Meeting

For this project, you will work with a group to identify a problem that can be presented to and addressed by the class during a problem-solving meeting. During this meeting your group will provide the audience with relevant information about the problem, facilitate discussion with the class to generate potential solutions for the selected problem, and finally aid the the class in reaching consensus on the best solution. For this project your group will also be preparing a meeting agenda and brief report that outlines the processes that will be used during the meeting.

Project 3: Training Presentation

For this project, you will work individually to develop a live presentation that will functionally train the class how to perform a specific action or address a problem/issue of your choice. As part of this presentation you will use use both outside support and visual aids to enhance the effectiveness of your instructional material. For this project you will also be submitting a full-sentence outline of your presentation.

Project 4: Sales Pitch

For this project, you will work individually to develop, record, and edit a podcast designed to persuasively convince your audience to purchase/support a product/cause/perspective of your choice. Your podcast will be structured using either the TED style or Monroe's Motivated Sequence depending on your selected topic and persuasive goal. Your podcast will be submitted remotely to Brightspace. For this project you will prepare a brief reflection paper.

*Note: More details about each of these projects, including specific guidelines and grading rubrics, will be discussed in class and 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.
- Since there are no exams in this course, project grades are designed to evaluate and reflect both your performance of the required communication skills associated with the project as well as your understanding of the course concepts that relate to each project.
- Grades for written project documents will be factored into your total project grade.
- Assignment guidelines and grading rubrics for all projects will be available ahead of time so you can make sure you are meeting project requirements.
- 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** and will be taken based on your presence in class and completion of required attendance associated activities and projects.

- If your reason for being absent is recognized by MCC 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) will result in being dropped from the course. If you have already reached the maximum allowable drops, each absence will result in a 10-point deduction from your final grade.
- In regard to **late work**, it is your responsibility to make sure that your work is completed on time. Submit assignment documents early to ensure that if you experience technical issues they can be addressed before assignment deadlines. If you are not going to be able to complete an assignment or project by the scheduled due date, it is your responsibility to contact me **before the due date**. I am often willing to give students extra time for full credit, but only if they take the initiative and actively communicate with me in advance. If I do not hear from you before the due date, you will either receive a 10% penalty to your grade on the project upon completion or I will not accept your project for credit depending on the severity of project incompleteness and lack of communication.

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

Click on the link above for the college policies on attendance and absences.

Decorum

As an adult and college student, you are expected to present/conduct yourself 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 assignment and be prosecuted according to the full extent of MCC guidelines. Click the following link for information about academic integrity, dishonesty, and cheating.

(www.mclennan.edu/academic-integrity)

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.

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 and feedback will typically be posted on Brightspace within 4 days of each submission deadline (if more time will be needed to grade projects, you will be notified in advance). 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.

Useful Links

- McLennan Community College Library: <http://www.mclennan.edu/library/>
- Student Support Services: <http://www.mclennan.edu/student-support-services/>
- Technology Support Desk: <http://www.mclennan.edu/tech-support/>

Course Schedule

Week 1

- Introductions (Monday, 1/10)
- Sending & Receiving Messages (Wednesday, 1/12)

Week 2

- *No Class: Martin Luther King, Jr. Holiday (Monday, 1/17)*
- Organizational Culture & SWOT Analysis (Wednesday, 1/19)

Week 3

- Directional Communication (Monday, 1/24)
- Management & Leadership (Wednesday, 1/26)

Week 4

- Interviewing (Monday, 1/31)
- Being Interviewed (Wednesday, 2/2)

Week 5

- **Project 1 (Monday, 2/7)**
- **Project 1 (Wednesday, 2/9)**

Week 6

- Collaborating in Teams (Monday, 2/14)
- Conflict Management (Wednesday, 2/16)

Week 7

- Enhancing Team Meetings (Monday, 2/21)
- Group Workday (Wednesday, 2/23)

Week 8

- **Project 2 (Monday, 2/28)**
- **Project 2 (Wednesday, 3/2)**

Spring Break (Monday, 3/7 – Friday, 3/11)

Week 9

- Understanding Your Audience (Monday, 3/14)
- Presentation Organization & Outlining (Wednesday, 3/16)

Week 10

- Training Presentations (Monday, 3/21)
- Finding & Using Support (Wednesday, 3/23)

Week 11

- Visual Aids (Monday, 3/28)
- Delivery (Wednesday, 3/30)

Week 12

- **Project 3 (Monday, 4/4)**
- **Project 3 (Wednesday, 4/6)**

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Week 13

- Persuasion (Monday, 4/11)
- Refutation & Countering Arguments (Wednesday, 4/13)

Week 14

- Reasoning & Fallacies (Monday, 4/18)
- Monroe's Motivated Sequence & the Sales Pitch (Wednesday, 4/20)

Week 15

- Using Technology (Monday, 4/25)
- Workday (Wednesday, 4/27)

Week 16

- **Project 4 (due Monday, 5/2 by 11:59 pm on Brightspace)**

Schedule Notes:

- Days that are marked in **bold** indicate that a major course Project is due that day. While you will not necessarily have a project due on all of those specific days, it is your responsibility to be in class when project orders are determined so that you know when to be ready to submit/present your project.
- Any changes/modifications to this schedule will be announced in class and posted on Brightspace.

McLennan

C O M M U N I T Y

COLLEGE

ACADEMIC RESOURCES/POLICIES

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. For additional information, please visit www.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

Title IX:

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 Diversity, Equity & Inclusion/Title IX) at (254) 299-8645. Individuals also may contact the MCC Police Department at 299-8911 or the MCC Student Counseling Center at MCC at (254) 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student or employee may report sexual harassment anonymously by visiting <http://www.lighthouse-services.com/mclennan/>.

Go to McLennan's Title IX webpage at www.mclennan.edu/titleix/. It 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.

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 or emailing SuccessCoach@mclennan.edu. Students may 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.

MCC Academic Integrity Statement:

Go to www.mclennan.edu/academic-integrity for information about academic integrity, dishonesty, and cheating.

Minimum System Requirements to Utilize MCC's D2L|Brightspace:

Go to <https://www.mclennan.edu/center-for-teaching-and-learning/Faculty-and-Staff-Commons/requirements.html> for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

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 notified via 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.

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 their 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. If you need assistance with set-up, you may email Helpdesk@mclennan.edu for help.

Forwarding Emails:

You may forward 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 be lost or placed in junk or spam filters.

Disclaimer:

The resources and policies listed above are merely for informational purposes and are subject to change without notice or obligation. The College reserves the right to change policies and other requirements in compliance with State and Federal laws. The provisions of this document do not constitute a contract.