

Communication Skills for Managers
BAM 441 Fall 2009
Saturday 9:00am – 5:00pm



Faculty Name: Tod E. Skrzynski
Office Location: Lansing Community College
Office Hours: By Appointment
E-mail: tods3@yahoo.com

Faculty Biography:

Master of Arts, concentration in Organizational Leadership, Siena Heights University, 2005

Bachelor of Applied Science, Machine Repair, Siena Heights University, 2003

Associates of Applied Science, Machine Repair, Jackson Community College, 1998

Associates of General Studies, Jackson Community College, 1996

Journeyman Machine Repairmen, Recognized by the United States Department of Labor.

Required Text: *Strategic Communication In Business and the Professions.*
Dan O’Hair, Gustav W. Friedrich & Lynda Dee Dixon (2008). Pearson
Education, Inc. Boston, MA.

Course Description:

Examination of the role of communication in achieving organizational goals. Emphasis will be placed on business relationships, managerial styles and group interaction as components of organizational problem solving. Students will develop an ability to assess, select, compose, and evaluate messages exchanged within organizations, both oral and written.

BAM 441 Program Learning Outcomes:

- *Communication:* The ability to express ideas in writing, verbally and visually.
- *Creativity:* The ability to develop original ideas or use common solutions in uncommon situations.
- *Analytical ability:* The ability to effectively separate a complex problem or situation into its component parts in order to identify solutions.
- *Integrative thinking:* The ability to detect interrelationships among component parts and assess their importance in creating solutions.

Attendance Policy:

The student will be expected to attend all class sessions, to arrive and leave on time. An absence does **not** excuse the student from the responsibility of assigned work and/or class projects. Understandably, there are mitigating circumstances associated with each absence; therefore, it is at the full discretion of the instructor to determine whether or not the absence is to be excused. **If you miss one Saturday class, your final grade will be lowered by one full grade. If you will miss one class session, it is your responsibility to contact the instructor and make arrangements for missed assignments before your absence, not after the absence has occurred.**

In a business organization, management expects that assigned work will be completed on time and to the highest standards. There are severe penalties for failing to meet that expectation. Likewise, there are attendance penalties associated with this class that could affect your final grade.

Late Work:

NO LATE WORK WILL BE ACCEPTED. All homework and class assignments are due at the beginning of class on the due date unless otherwise specified by the instructor. **If you will miss one class session, it is your responsibility to contact the instructor and make arrangements for missed assignments before your absence, not after the absence has occurred.**

Teaching Methods:

Lectures, movies and power point presentations will be used to introduce, explain and summarize subject matter, as well as emphasizing current verbal and nonverbal communication practices and problems. Each student will be responsible for reading and understanding all assigned text chapters and handouts.

Participation:

Each student is expected to participate in all class discussions, case analysis, problem solving sessions and team initiatives. Your class participation comes through volunteering significant information as well as all class activities deemed necessary by the instructor.

Text

The student is responsible for reading and understanding all assigned text chapters. You are responsible for seeking clarification on issues in question or those unfamiliar to you. The instructor will help you understand concepts and present selected topics.

Tests/Quizzes

All tests are to be completed in class. The test/quiz material will be taken from the assigned chapters and from material presented in class.

Assignments / Projects

All assignments / projects must be received by the due date. The student will receive a sizable deduction in points for an assignment / project turned in after the due date.

Writing Criteria for all Reports:

Each writing assignment due in this class will be comprised of the following criteria:

- Each report will follow the A.P.A. format typed and double-spaced utilizing one (1) inch margins and size twelve (12) font in Times New Roman.
- A cover sheet as well as a reference section will be required and **are not** included in the length of the assigned papers. The cover sheet will include the assignment title, course number, your name, instructors name and date submitted.
- The student will be expected to use at least one reference per each typed page (where applicable).
- All pages are to be numbered accordingly. Further details will be given in class.
- The student will demonstrate content mastery of course material through the use of other in-class writing assignments as deemed appropriate by the instructor.

It is highly recommended that you engage the assistance of a friend, colleague or family member to proof read your work. Your grade on an assignment will be reduced should an excessive number of errors be discovered.

Grading Policy and Scale:

A total of 280 points are available to each student in order to successfully complete the educational requirements for this class.

The outline of points is as follows:

In-class participation..... 100 Points (25 pts. per class session)

Three Quizzes..... 30 Points (10 pts. each)

Persuasive oral presentation..... 25 Points

Persuasive written report..... 25 Points

Chapter Discussion Questions 50 Points (25 pts. Each assignment)

On Your Own Assignments.....30 Points (10 points each)

The Great Debate.....20 Points (Instructions to follow)

<i>Points</i>	<i>Letter Grade</i>
265 - 280	4.0
249 - 264	3.5
233 - 248	3.0
217 - 232	2.5
201 - 216	2.0
185 - 200	1.5
169 - 184	1.0
Below 168	0

Academic Dishonesty:

Academic dishonesty is unethical behavior that violates the standards of scholarly conduct as found in the Siena Heights Honor Code of Conduct in the student handbook. If proven, any student who intentionally violates these codes will receive a failing grade in this class and written notification will be sent to the Dean of Siena Heights University at the Jackson Campus.

Plagiarism is the failure to give credit for the use of material from outside sources. It includes, but is not limited to, verbatim use of a quote without quotation marks and adequate documentation. Submission of a paper prepared by another person as one's own work. Using the ideas, facts, words or data of someone else and claiming them as your own or not documenting ideas, facts, words or data gathered during research. It is the full responsibility of the student to fully comprehend the Siena Heights University Academic Dishonesty Policy as found in the Undergraduate Catalog.

Further Student Responsibilities:

- All students are expected to come to class fully prepared for each class session. It is not unreasonable for the student to expect at least two (2) hours of outside study for every hour spent in the classroom.
- Students are not permitted to bring guests to the class without prior permission from the instructor.
- Rude and/or obnoxious behavior toward another student or the instructor will not be tolerated under any circumstances. Appropriate measures will be taken in such cases.
- Cell phones, pagers or any other type of potentially disruptive electronic devices must not disrupt the class. Therefore, all cell phones, pagers or any other type of electronic devices must be turned off or set to vibrate while the class is in session. The instructor will allow ample time for students to contact those in need.

Special Needs Students/Disabilities:

If a student is in need of an accommodation based on the impact of your disability, you should contact me to arrange an appointment. At the appointment we can discuss the course format, anticipate your needs and explore potential accommodations. I rely on the Office for Students with Disabilities for assistance in verifying the need for accommodations and developing accommodation strategies. If you have not previously registered with the Office for Students with Disabilities, I encourage you to do so. Just a reminder, requests for accommodations are not retroactive.

Preferred Communication Methods:

The best way to contact me is via e-mail and I will respond at my earliest convenience. I am also available to meet with you either before or after class; you may contact me via e-mail to schedule a meeting.

Assignment Instructions:

In this course, you can expect to master competencies in many different styles of communication and leadership characteristics. Therefore, much of the learning in this class will be accomplished through formal and informal oral presentations, in class writing assignments, observation, research and in-class verbal participation.

Oral Presentations:

Each student will complete at least one (1) formal in-class oral presentation in front of the class on topics as selected by the student. The oral report will be a *persuasive* presentation. The student *will* utilize visual aids to compliment the speech; Further details of the presentation will be discussed in class.

Observation:

Each student will observe the formal presentations of other students. Constructive criticism and 360 degree feedback will be employed as a tool in order to gain new competencies in public speaking.

Course Schedule and Assignment List:

Week	Date	Assignment
1	September 5	Introductions / Syllabus review First speaking assignment In class writing assignment Discussion: Fear of public speaking Discussion: Chapters 1 thru 4 Discuss report guidelines (Q & A) Quiz #1 Read chapters 5 thru 8 for next week Homework assignment
2	October 17	Class activities Discuss feedback forms Review chapters 5 thru 8 Quiz #2 Read chapters 9 thru 12 for next week Homework assignment
3	November 7	Persuasive oral presentation due Persuasive written report due Review chapters 9 thru 12 Quiz #3 Read chapters 13 thru 15 for next week Discuss Great Debate guidelines Homework assignment
4	December 5	Last day of class Class/Instructor evaluations Great Debate / Final Oral Presentations Review chapters 13 thru 15

*** The instructor reserves the right to deviate from the syllabus as needed.*

Writing Format BAM-441

Please follow the formatting rules below for *all* written assignments turned in for grading. This includes all chapter question assignments and your persuasive written report and/or any other written submissions turned in.

Cover Sheet

Please include a cover sheet for **EVERY** assignment submitted for grading.

- The cover sheet should include the following centered on the page:
 - Paper Title (Ex: Why I Believe Smoking Should Be Banned In Restaurants)
 - Students name
 - Siena Heights University name

Body of content

The margins for the entire paper should be:

- 1 inch on the top
- 1 inch on the bottom
- 1 in on the right side
- 1 inch on the left side

- The font to use should be Times New Roman (12 point).
- The first sentence of a new paragraph should be indented ½ inch.
- Double space all typing (other than the question).
- Please include a cover sheet.
- Don't forget to include page numbers on all assignments.

Special Instructions

The length of the paper will vary with each student and length and grade is dependent upon your reflection of thought and analysis. Please adequately proof-read all assignments with a special emphasis focusing on spelling issues, punctuation and grammar. Each error found will result in deducted points. ***I am looking for your analysis and understanding of the material. Please provide sufficient detail/examples to substantiate your opinions.***

Each question from your assigned chapter questions should be typed in **bold** and be single spaced at the top of a separate page.