

Syllabus

## **CMST 4350: Communication in the Workplace**

*This course does not apply to or a selection for the Communication Studies and Mass Communications degrees.*

Online / Fall 2024

### **COURSE INFORMATION**

**Course Number & Section:** CMST 4350

**Day & Time:** 7 Weeks Online

### **INSTRUCTOR CONTACT INFORMATION:**

**Title:** Vanessa Joyner, Associate Professor of Instruction

**Email:** [vjoyner@uttyler.edu](mailto:vjoyner@uttyler.edu) (*Best way to contact*)

**Office Number:** CAS 224

**Office Hours:** Monday and Wednesday from 11:10 am – 2:00 pm or by appointment. Zoom meetings are available by appointment.

### **COURSE GOALS AND OBJECTIVES:**

Career success is primarily based on interactive wisdom, understanding diverse and complex contexts, organizational power dynamics, and the communicative process through them. This course is geared toward understanding how to communicate effectively for organizational and personal success in leadership and followership roles, the need for communicative wisdom in challenging workplace situations, and how to pursue group creativity, problem-solving, and leadership outcomes. Borrowing from group, organizational, systems, and interpersonal theoretical approaches, students are given practical skills for workplace success. With the instructor's permission, earn short-term digital badges or micro-credentials to fulfill specific course assignments.

Major skills include:

1. **Communication Theory as a Skill:** Encourage career and workplace success through the window of communication theories. Learn how to give information and persuasive presentations, tell your story, and effectively communicate in the workplace.
2. **Advanced Communication and Problem-Solving Skills/Teamwork:** Learn effective team strategies and routines that improve success through rituals and routines in most industries.
3. **Professional Leadership:** Explore various communication concepts and learn practical communication skills.
4. **Presentation/Discussion:** After reviewing many chapters on communication in the workplace, choose from one of the scenarios presented and create a Video PowerPoint. This project will be assigned in the fifth week and turned in in the seventh week as the Final.

## Coursebooks

You will need the textbook to complete your assignments in this course successfully. You also have the option of completing the optional certificate shown below.

Required: Library Access

**Workplace Communication: Promoting Workplace Wellbeing and Interpersonal Relationships in Multicultural Contexts** by Joanna Crossman  
ISBN: 9780429318948  
Publication Date: 2022-06-29

**Workplace Communication** by Leena Mikkola (Editor); Maarit Valo (Editor)  
ISBN: 9780429591419  
Publication Date: 2019-11-14

## Optional Certificate (*Encouraged / Will replace one Quiz*)

1. Coursera Certificate  
Improving Communication Skills  
Instructor: Maurice Schweitzer  
<https://www.coursera.org/learn/wharton-communication-skills#modules>

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Not required – Related content.

E-Book (UT Tyler Library)  
Leaderocity: Leading at the Speed of Now, Richard Dool  
<https://ebookcentral.proquest.com/lib/uttyler/detail.action?docID=6454785&query=richard%20dool>

E-Book (UT Tyler Library)  
**Turning People into Teams: Rituals and Routine That Redesign How We Work**, by David Sherwin and Mary Sherwin  
<https://ebookcentral.proquest.com/lib/uttyler/detail.action?docID=5520826>

**Leadership 2.0 A Groundbreaking Book that Redefines Leadership**  
By Travis Bradberry and Jean Greaves  
Print ISBN 9780974320694, 0974320692  
eText ISBN 9780974320670, 0974320676  
Vitalsource: \$19.95 (*Library?*)

Enhance Organizational Communication with Slack  
Taught by: Freedom Learning Group  
[Coursera](#)

## EXPECTATIONS & COURSE STRUCTURE:

This is an online course. This will provide you with an opportunity to interact with the material through a variety of learning tasks. The sessions will evaluate what has been learned by discussion, exercises, exams, and presentations. Lectures will enhance readings.

## COURSE WEBSITE:

We will be using Canvas. I will also use Canvas as a communication tool to contact you. All assignments must be uploaded into Canvas before the due date.

**\*Please turn on Canvas notifications, as I will announce any changes to the course syllabus and calendar in class and through Canvas.**

## Course Calendar

<b>COMMUNICATION IN THE WORKPLACE 2024</b>			
<i>Unit 1: Begin: Introduction</i>			
<b>Wk</b>	<b>Dates</b>	<b>Assignments</b>	
<i>Books Required: Library info below.</i> <b>Book 1:</b> Workplace Communication: Promoting Workplace Wellbeing and Interpersonal Relationships <b>Book 2:</b> Workplace Communication by Leena Mikkola (Editor); Maarit Valo (Editor)			
1	8/26	<i>See Details in Canvas</i> Assignments:  1. Course Intro Quiz (over reading of Syllabus and Getting Started in Canvas) and, Introductory Exercise, Both Due 9/1/24, by 11:59 PM  <ul style="list-style-type: none"><li>• Homework: Read Book 1, Part 1: Chapters 1– 4</li><li>• Videos: Lecture Topics (Part 1 below)</li></ul> <i>Details</i> <b>Book 1: Workplace Communication (Red Book) Read Part 1 Communication, principles, and concepts in workplace contexts.</b> Goal: To explore ways that employees can thrive in an organization. Includes: Chapter 1: The nature and study of communication... Chapter 2 Interpersonal communication Chapter 3 Organizational communication Chapter 4 Well-being in workplace contexts	
9/1 Due: Course Intro Quiz and, Intro Exercise			

2	9/2	<p>Assignments:</p> <ol style="list-style-type: none"> <li>Videos/Lectures (Part 1 topics continued)</li> <li>Quiz: Book 1, Part 1 (Chaps 1 - 4) – Due 9/8</li> <li><i>Thursday Think Tank 1! Due 9/8 (Comm. Style)</i></li> </ol> <ol style="list-style-type: none"> <li>Homework: Read Book 1, Part 3: Chaps 9 – 13</li> <li>Videos: Lectures on (Part 3 topics below)</li> </ol> <p><i>Details</i></p> <p><b>Book 1: Workplace Communication (Red Book) Read Part 3</b></p> <p><b>Communication contexts and applications</b></p> <p>Goal: Looking at common topics in organization life such as managing conflicts, groups, ethics and more.</p> <p>Includes:</p> <p>Chapter 9 Negotiating and managing conflict</p> <p>Chapter 10 Working in groups</p> <p>Chapter 11 Developing others for growth</p> <p>Chapter 12 Ethical approaches to organization issues, communication and relationships.</p> <p>Chapter 13 Dark Issues</p>		
<i>9/8 Due: Quiz – Book 1: Part 1 Chaps 1 – 4 Terms by 11:59 PM</i>				
3	9/9	<p>Assignments:</p> <ol style="list-style-type: none"> <li>Videos/Lectures Book 1, Part 3: Chaps 9 – 13</li> <li>Quiz: Book 1, Part 3 (Chaps 9 - 13) – Due 9/15</li> <li><i>Thursday Think Tank 2! Due 9/15 (Emo. Intel.)</i></li> </ol> <ol style="list-style-type: none"> <li>Homework: Read Book 2, See Chapters Below</li> <li>Videos: Lectures on (Book 2 topics below)</li> </ol> <p><i>Details</i></p> <p><b>Book 2: Workplace Communication (Gold Book) Read Sections Below</b></p> <p><b>Foundations of Workplace Communication</b></p> <p>Chapter 2 Workplace Relationships</p> <p>Chapter 3 Team Communication in the Workplace</p> <p>Chapter 4 Digital Communication Environments in the Workplace</p>		
<i>9/15 Due: Quiz – Book 1: Part 1 Chaps 9 – 13, by 11:59 PM</i>				

4	9/16	<p><i>Assignments</i></p> <ol style="list-style-type: none"> <li>1. Videos/Lectures on (Book 2 topics)</li> <li>2. Quiz: Book 2, Selected Chapters below – Due 9/22</li> <li>3. Coursera Certificate - Discussß</li> <li>4. <i>Thursday Think Tank 3! Due 9/22</i></li> </ol> <p><i>Details</i></p> <p><b>Book 2: Workplace Communication</b></p> <p><b>Dynamics of Workplace Communication</b></p> <p>Chapter 7 Meetings in the Workplace</p> <p>Chapter 10 Leadership in the Workplace</p>		
<i>9/22 Nothing Due</i>				
5	9/23	<p><b>Assign Part 1:</b> Communication Special Project – Details in Canvas</p> <p>Submit Part 1: 9/29</p>		
<i>9/29 Due: Quiz – Book 2: Selected Chapters (2, 3, 4, 7, 10) by 11:59 PM</i>				
6	9/30	<p><b>Assign Part 2:</b></p> <p>Work on Presentation</p> <p>Address questions: Coursera Certificate in Discussion Post:</p> <p>Questions and Answer</p>		
<i>10/6 Turn in First Part of Project</i>				
7	10/7	<p><b>Submit Part 2: Communication Project - Final</b> Submission with Changes.</p> <p>Submit Final Coursera Certificate (For those who chose this project)</p>		
<i>10/13 Turn in Second Part of Project - PowerPoint</i>				
<b>Work on Project</b>				
<i>10/16 Final Submission – PowerPoint???</i>				

**COURSE EVALUATION:** The final grade will be based on the following criteria.

Assignments	Points	Percentage of Final Grade
Quiz	360 points	70 %
Final Presentation	100 points	20%
Participation	40 points	10%
Total	500 points	100%

### **Netiquette**

- Netiquette is a set of attitudes that govern online behavior. See the UT Tyler guide [here](#).

### **Plagiarism**

**Academic Honesty:** The core values of The University of Texas at Tyler are integrity, optimism, curiosity, accountability, leadership, initiative, and development. Each member of the university is expected to uphold these values.

All students must adhere to the UT- Tyler Honor Code (“Honor and integrity that will not allow me to lie, cheat, or steal, nor accept the actions of those who do”). Furthermore, students must complete their work with academic integrity outlined at <http://www.uttyler.edu/judicialaffairs/scholasticdishonesty.php>. All students are expected to maintain absolute honesty and integrity in academic work undertaken at The University. Lack of knowledge of the academic honesty policy is not a reasonable explanation for a violation. Questions related to course assignments and the academic honesty policy should be directed to the instructor. Cases of suspected academic dishonesty will be pursued to the fullest extent allowed by University policies and procedures. Adding another student’s name to an attendance roster when he or she is not in class is academic dishonesty.

Disciplinary proceedings may be initiated against any student who engages in scholastic dishonesty, including, but not limited to, cheating, plagiarism, collusion, the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, any act designed to give unfair advantage to a student or the attempt to commit such acts.

- i. “Cheating” includes, but is not limited to:
  - copying from another student’s test paper;
  - using, during a test, materials not authorized by the person giving the test;
  - failure to comply with instructions given by the person administering the test;
  - possession during a test of materials which are not authorized by the person giving the test, such as class notes or specifically designed “crib

notes”. The presence of textbooks constitutes a violation if they have been specifically prohibited by the person administering the test;

- using, buying, stealing, transporting, or soliciting in whole or part the contents of an unadministered test, test key, homework solution, or computer program;
  - collaborating with or seeking aid from another student during a test or other assignment without authority;
  - discussing the contents of an examination with another student who will take the examination;
  - divulging the contents of an examination, for the purpose of preserving questions for use by another, when the instructors has designated that the examination is not to be removed from the examination room or not to be returned or to be kept by the student;
  - substituting for another person, or permitting another person to substitute for oneself to take a course, a test, or any course-related assignment;
  - paying or offering money or other valuable thing to, or coercing another person to obtain an unadministered test, test key, homework solution, or computer program or information about an unadministered test, test key, home solution or computer program;
  - falsifying research data, laboratory reports, and/or other academic work offered for credit; □ taking, keeping, misplacing, or damaging the property of The University of Texas at Tyler, or of another, if the student knows or reasonably should know that an unfair academic advantage would be gained by such conduct; and
  - misrepresenting facts, including providing false grades or resumes, for the purpose of obtaining an academic or financial benefit or injuring another student academically or financially.
- ii. “Plagiarism” includes, but is not limited to, the appropriation, buying, receiving as a gift, or obtaining by any means another’s work and the submission of it as one’s own academic work offered for credit.
- iii. “Collusion” includes, but is not limited to, the unauthorized collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any section of the rules on scholastic dishonesty.
- iv. All written work that is submitted will be subject to review by SafeAssign™, available on Canvas

**The “Common Knowledge” Clause:** Material does not have to be cited if it is common knowledge—that is, knowledge that most American high school graduates already know. (E.g. Humans once painted in caves. Berlin is the capital of Germany, etc.).

**The “10% Rule”:** As a general rule, a college assignment is considered an original work only if the vast majority of text is original. Generally, no more than 10% of a work can be someone else’s words, regardless of proper quotes or citation.

**Intent:** When reviewing a possible case of plagiarism, the student's intent will not be taken into consideration. In other words, an act of plagiarism is plagiarism whether or not the student claims to have intended plagiarism.

**Mistakes & Accidents:** The possibility that the student mistakenly or accidentally committed plagiarism will not be taken into consideration. I strongly suggest that you discuss your sources with the Writing Center before turning in work.

**Appeal to Ignorance:** A student's claim to ignorance with concern to policy will never be treated as a valid justification of plagiarism.

**Collaboration:** Students are not permitted to collaborate on an essay, discussion post, quiz, test, or any written assignment. Having someone proofread your work is ok, but that can only entail matters of style, grammar, and spelling.

**Disciplinary Action for Plagiarism:** Per departmental policy, the first offense of plagiarism will result in a zero for the assignment. Any additional acts of plagiarism will result in an F for the course and possible disciplinary action by the Dean (e.g. expulsion).

### **University Policies:**

**Academic Honesty and Academic Misconduct:** The UT Tyler community comes together to pledge that "Honor and integrity will not allow me to lie, cheat, or steal, nor to accept the actions of those who do." Therefore, we enforce the [Student Conduct and Discipline policy](#) in the Student Manual of Operating Procedures (Section 8).

**FERPA:** UT Tyler follows the Family Educational Rights and Privacy Act (FERPA) as noted in [University Policy 5.2.3](#). The course instructor will follow all requirements in protecting your confidential information.

**Social Security and FERPA Statement:** It is the policy of The University of Texas at Tyler to protect the confidential nature of social security numbers. The University has changed its computer programming so that all students have an identification number. The electronic transmission of grades (e.g., via e-mail) risks violation of the Family Educational Rights and Privacy Act; grades will not be transmitted electronically.

**Classroom Diversity:** It is my desire to create a stimulating work environment that challenges each student in this class to perform at top levels. In order for our learning community to succeed, each member must treat others that way that they would like to be treated. I expect students to respect the opinions and ideas of each individual. As an instructor, I am committed to providing an atmosphere of learning that is representative of a variety of diverse perspectives, including race, religion, gender, nationality, age, sexual orientation and physical abilities. In this class, you will have the opportunity to express and experience culturally diversity as we discuss diversity issues as they pertain to the classroom environment and the course materials.



**Tobacco-Free:** All forms of tobacco will not be permitted on the UT Tyler campus or in my classroom or office. This applies to all members of the University community, including students, faculty, staff, affiliates, contractors, and visitors. This includes cigarettes, pipes, cigars, water pipes, e-cigarettes, smokeless tobacco, snuff, and all other tobacco products.

**Withdrawing from class:** Students you are allowed to withdraw from this course through the University's withdrawal portal at <https://www.uttyler.edu/registrar/registration/withdrawals.php> Texas law prohibits students who began college for the first time in Fall 2007 or thereafter from dropping more than six courses during their entire undergraduate career. This includes courses dropped at other 2-year or 4-year Texas public colleges and universities. Make sure to consider the impact withdrawing from this class has on your academic progress as well as the financial implications. We encourage you to consult your advisor(s) and financial aid for additional guidance. CAUTION #1: Withdrawing before census day does not mean you get a full refund. Please see visit <https://www.uttyler.edu/cashiers/refund/>. CAUTION #2: All international students must check with the Office of International Programs at <https://www.uttyler.edu/oip/> before withdrawing. All international students are required to enroll full-time for fall and spring terms.

**Final Exam Policy:** Final examinations are administered as scheduled. If unusual circumstances require that special arrangements be made for an individual student or class, the dean of the appropriate college, after consultation with the faculty member involved, may authorize an exception to the schedule. Faculty members are required to maintain student final examination papers for a minimum of three months following the examination date.

**Incomplete Grade Policy:** If a student, because of extenuating circumstances, is unable to complete all of the requirements for a course by the end of the semester, then the instructor may recommend an Incomplete (I) for the course. The "I" may be assigned in lieu of a grade only when all of the following conditions are met: (a) the student has been making satisfactory progress in the course; (b) the student is unable to complete all course work or final exam due to unusual circumstances that are beyond personal control and are acceptable to the instructor; and (c) the student presents these reasons prior to the time that the final grade roster is due. The semester credit hours for an Incomplete will not be used to calculate the grade point average for a student. The student and the instructor must submit an Incomplete Form detailing the work required and the time by which the work must be completed to their respective department chair or college dean for approval. The time limit established must not exceed one year. Should the student fail to complete all of the work for the course within the time limit, then the instructor may assign zeros to the unfinished work, compute the course average for the student, and assign the appropriate grade. If a grade has not been assigned within one year, then the Incomplete will be changed to an F, or to NC if the course was originally taken under the CR/NC grading basis.

**Grade Appeal Policy:** UT Tyler's Grade Appeal policy requires the completion of a Grade Appeal form for this action to take place. The grade appeal begins with the instructor of your course. If you do not agree with the decision of the instructor, you may then move your appeal to the department chair/school director for that course. If you are still dissatisfied with the decision of the chair/director, you may move the appeal to the Dean of the College offering that course who has the final decision. Grade appeals must be initiated within sixty (60) days from the date of receiving the final course grade. The Grade Appeal form is found on the [Registrar's Form Library](#).

**Grade Replacement/Forgiveness and Census Date Policies:** Students repeating a course for grade forgiveness (grade replacement) must file a Grade Replacement Contract with the Enrollment Services Center (ADM 230) on or before the Census Date of the semester in which the course will be repeated. Grade Replacement Contracts are available in the Enrollment Services Center or at <http://www.uttyler.edu/registrar>. Each semester's Census Date can be found on the Academic Calendar.

Failure to file a Grade Replacement Contract will result in both the original and repeated grade being used to calculate your overall grade point average. Undergraduates are eligible to exercise grade replacement for only three course repeats during their career at UT Tyler; graduates are eligible for two grade replacements. Full policy details are printed on each Grade Replacement Contract. The Census Date is the deadline for many forms and enrollment actions of which students need to be aware. These include:

- Submitting Grade Replacement Contracts, Transient Forms, requests to withhold directory information, approvals for taking courses as Audit, Pass/Fail or Credit/No Credit.
- Receiving 100% refunds for partial withdrawals. (There is no refund for these after the Census Date)
- Schedule adjustments (section changes, adding a new class, dropping without a "W" grade)
- Being reinstated or re-enrolled in classes after being dropped for non-payment
- Completing the process for tuition exemptions or waivers through Financial Aid

**Disability/Accessibility Services:** The University of Texas at Tyler has a continuing commitment to providing reasonable accommodations for students with documented disabilities. Students with disabilities who may need accommodation(s) in order to fully participate in this class are urged to contact the Student Accessibility and Resources Office (SAR) as soon as possible to explore what arrangements need to be made to ensure access. If you have a disability, you are encouraged to visit the [SAR Portal \(Links to an external site.\)](#) and <https://hood.accessiblelearning.com/UTTyler/> (Links to an external site.) and complete the

New Student Application. For more information, please visit <https://www.uttyler.edu/disability-services/> or call 903.566.7079.

**Military Affiliated Students:** UT Tyler honors the service and sacrifices of our military affiliated students. If you are a student who is a veteran, on active duty, in the reserves or National Guard, or a military spouse or dependent, please stay in contact with me if any aspect of your present or prior service or family situation makes it difficult for you to fulfill the requirements of a course or creates disruption in your academic progress. It is important to make me aware of any complications as far in advance as possible. I am willing to work with you and, if needed, put you in contact with university staff who are trained to assist you. Campus resources for military affiliated students are in the [Military and Veterans Success Center](#). The MVSC can be reached at MVSC@uttyler.edu, or via phone at 903.565.5972.

**Recording of Class Sessions:** Class sessions may be recorded by the instructor for use by students enrolled in this course. Recordings that contain personally identifiable information or other information subject to FERPA shall not be shared with individuals not enrolled in this course unless appropriate consent is obtained from all relevant students. Class recordings are reserved only for the use of students enrolled in the course and only for educational purposes. Course recordings should not be shared outside of the course in any form without express permission.

**Absence for Official University Events or Activities:** This course follows the practices related to approved absences as noted by the Student Manual of Operating Procedures ([Sec. 1 -501](#)).

**Absence for Religious Holidays:** Students who anticipate being absent from class due to a religious holiday are requested to inform the instructor by the second class meeting of the semester.

**Campus Carry:** We respect the right and privacy of students who are duly licensed to carry concealed weapons in this class. License holders are expected to behave responsibly and keep a handgun secure and concealed. More information is available at <http://www.uttyler.edu/about/campus-carry/index.php>.

**Emergency Exits and Evacuation:** Everyone is required to exit the building when a fire alarm goes off. Follow your instructor's directions regarding the appropriate exit. If you require assistance during an evacuation, inform your instructor in the first week of class. Do not re-enter the building unless given permission by University Police, Fire department, or Fire Prevention Services.

**Artificial Intelligence Statement:** UT Tyler is committed to exploring and using artificial intelligence (AI) tools as appropriate for the discipline and task undertaken. We encourage discussing AI tools' ethical, societal, philosophical, and disciplinary implications. All uses of

AI should be acknowledged as this aligns with our commitment to honor and integrity, as noted in UT Tyler's Honor Code. Faculty and students must not use protected information, data, or copyrighted materials when using any AI tool. Additionally, users should be aware that AI tools rely on predictive models to generate content that may appear correct but is sometimes shown to be incomplete, inaccurate, taken without attribution from other sources, and/or biased. Consequently, an AI tool should not be considered a substitute for traditional approaches to research. You are ultimately responsible for the quality and content of the information you submit. Misusing AI tools that violate the guidelines specified for this course is considered a breach of academic integrity. The student will be subject to disciplinary actions as outlined in UT Tyler's Academic Integrity Policy. Refer to the About This Course section of the UT Tyler Syllabus Module for specific information on appropriate use of AI in your course(s).

### **UT Tyler Resources for Students**

- UT Tyler Writing Center (903.565.5995), [writingcenter@uttyler.edu](mailto:writingcenter@uttyler.edu)
- UT Tyler Tutoring Center (903.565.5964), [tutoring@uttyler.edu](mailto:tutoring@uttyler.edu)
- The Mathematics Learning Center, RBN 4021, this is the open access computer lab for math students, with tutors on duty to assist students who are enrolled in early-career courses.
- UT Tyler Counseling Center (903.566.7254)