Communication Skills for Managers
BAM 441  2010
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 General Studies, Jackson Community College, 1996
Journeymen Machine Repairmen, Recognized by the United States Department of Labor.

Required Text:
Strategic Communication In Business and the Professions.
ISBN-10: # 0-205-56120-9

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, you will be dropped from this course. Class starts at 9:00am, if you arrive late or leave before the end of class I will deduct three (3) points per occurrence.

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.

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 or Arial.
- 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 and the date submitted.
- The student will be expected to use at least one reference per each typed page (when 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 proofread 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 330 points are available to each student in order to successfully complete the educational requirements for this class.

The outline of points is as follows:

<table>
<thead>
<tr>
<th>Point Category</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-class participation</td>
<td>100 Points (25 pts. per class session)</td>
</tr>
<tr>
<td>Three Quizzes</td>
<td>30 Points (10 pts. each)</td>
</tr>
<tr>
<td>Final Test</td>
<td>30 Points</td>
</tr>
<tr>
<td>Persuasive oral presentation</td>
<td>25 Points</td>
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<tr>
<td>Persuasive written report</td>
<td>25 Points</td>
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<tr>
<td>Peer Evaluation paper</td>
<td>20 Points</td>
</tr>
<tr>
<td>Chapter Discussion Questions</td>
<td>50 Points (25 pts. Each assignment)</td>
</tr>
<tr>
<td>On Your Own Assignments</td>
<td>20 Points (10 points each)</td>
</tr>
<tr>
<td>Great Debate Written Report</td>
<td>20 Points (Instructions to follow)</td>
</tr>
<tr>
<td>Debate Participation</td>
<td>10 Points</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Points</th>
<th>Letter Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>317 - 330</td>
<td>4.0</td>
</tr>
<tr>
<td>303 - 316</td>
<td>3.5</td>
</tr>
<tr>
<td>289 - 302</td>
<td>3.0</td>
</tr>
<tr>
<td>275 - 288</td>
<td>2.5</td>
</tr>
<tr>
<td>261 - 274</td>
<td>2.0</td>
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<tr>
<td>247 - 260</td>
<td>1.5</td>
</tr>
<tr>
<td>233 - 246</td>
<td>1.0</td>
</tr>
<tr>
<td>Below 232</td>
<td>0</td>
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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.
## Course Schedule and Assignment List:

<table>
<thead>
<tr>
<th>Week</th>
<th>Date</th>
<th>Assignment</th>
</tr>
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</table>
| 1    | May 8  | **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    | May 22 | **Class activities**  
Discuss feedback forms  
Review chapters 5 thru 8  
Quiz #2  
Read chapters 11 & 12 & 15 for next week  
Skip chapters 9 & 10  
Homework assignment |
| 3    | June 5 | **Review chapters 9 thru 12**  
Great Debate  
Quiz #3  
Read chapters 13 & 14 for next week  
Discuss Great Debate guidelines  
Homework assignment |
| 4    | June 19| **Last day of class**  
Persuasive oral presentation due  
Persuasive written report due  
Class/Instructor evaluations  
Final Test |

**The instructor reserves the right to deviate from the syllabus as needed.**
Writing Format BAM-441
APA / Siena Heights University

Please follow the formatting rules below for all written assignments submitted for grading. This includes all chapter question assignments, case studies and any other written submissions.

**Cover Sheet**
Please include a cover sheet for EVERY assignment submitted for grading.
- The cover sheet should include the following centered on the page:
  - Assignment Title
  - Students name, course number and date submitted.

**Body of content**
The margins for the entire paper should be:
- 1 inch on the top
- 1 inch on the bottom
- 1 inch on the right side
- 1 inch on the left side

- The font to use should be Arial or 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).
- Don’t forget to include page numbers on all assignments!!!!!!

**Writing Rubric**

| Missing page numbers:               | -5 points |
| Margins not one inch:               | -5 points |
| Each spelling error:                | -1 point  |
| Each sentence structure issue:      | -1 point  |
| Not double spaced:                  | -3 points |
| Incorrect reference section:        | -3 points |
| Missing reference section:          | -5 points |

(When Applicable)

**Special Instructions**
The length of the paper will vary with each student and your 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.
Sample

Note:
The cover sheet should include the following centered on the page:
  o Assignment Title
  o Students name, course number and date submitted.

Frederic W. Smith – FedEx:
  Chapter Eight

(Your Name Here)
  BAM-441
  May 22, 2010
1. How do the standards set by Fred Smith for FedEx teams improve organizational performance?

   (Note: The questions are to be Bolded and single paced)

   The student answer will be written in this section using a double-space setting.

   Further, the answer will not be “Bolded”, but rather typed just like this response without “Bold” font. The student will then answer the question using the chapter as a guide as well as their “real life” experience and personal opinion. The length of the paper will vary with each student and your 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.*

   (Note: This is how the answer to your case study questions should appear).

2. What motivates the members of FedEx to remain highly engaged in their teams?

   The student answer will be written in this section using a double-space setting.

   Further, the answer will not be “Bolded”, but rather typed just like this response without “Bold” font. The student will then answer the question using the chapter as a guide as well as their “real life” experience and personal opinion. The length of the paper will vary with each student and your 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.*

   (Note: This is how the answer to your case study questions should appear).