

Montgomery College
Department of Speech, Dance, and Theatre
Rockville, Maryland

Course: SP 112: Business and Professional Communication (3 credits)
Instructor: N. H. Chaaban, Ph.D.
Office: 128 Theatre Arts
Office Hours: MW 11-12noon; S 8-9am
Telephone: (240) 567-7504 (Voicemail)
E-Mail: Nader.Chaaban@MontgomeryCollege.edu
Semester: Fall, 09

COURSE DESCRIPTION:

Course Description: A study of communication theory as applied to business and organizational environments. Emphasis on development of effective communication skills for professional situations including team building, interviewing, public speaking, and accommodating diverse perspectives. Assessment levels: EN 101/101A, RD 120. Three hours lecture each week.

Core Learning Outcomes:

By the end of the course, students will be able to:

1. distinguish between the different types of communication (one-on-one, small group and public
 2. speaking and develop effective strategies for different speaking situations
 3. understanding the human communication process within an organization
 4. selecting appropriate channels and networks for effective communication within an organization
 5. Selecting appropriate channels and networks for effective communication within an
 6. organization, recognizing how communication lines can be ineffective and developing strategies to prevent such miscommunication
 7. recognizing and being sensitive to different communication styles among gender and ethnic groups and other culturally diverse populations; and to the culture within an organization itself
 8. identifying, differentiating between and critically evaluating the two main types
- of

messages within an organization: the informative and persuasive

9. explaining how presentations fit into the corporate structure; and subsequently organizing and delivering such presentations
10. communicating competently and solving problems as part of a team
11. creating a basic PowerPoint presentation
12. delivering appropriate questions and responses and demonstrating effective nonverbal behavior in an interviews and/or one-to-one communication situations.

TEXT:

Adler, Ronald B. and Elmhorst, Jeanne Marquardt. *Communicating at Work: Principles and Practices for Business and the Professions* 9th edition. (NY: McGraw-Hill, Inc., 2008)

Online Resources:

1. <http://www.montgomerycollege.edu/Departments/spdnth/chaaban/index.html> If you lose your syllabus, you can always download a copy of it from this website.
2. http://www.montgomerycollege.edu/distance/internal/training/web_ct/
Please use our course's WebCT to share information with your classmates/ group members, to post messages/questions for everyone in the class, to clarify information/assignments, and to send emails to your instructor. Log-on WebCT on a regular basis.

LAST DAY TO DROP WITHOUT INCURRING A GRADE: See current calendar.

COURSE PHILOSOPHY:

1. **Lectures:**
 - *few formal "lectures"
 - *all facts and theory necessary are in your text: READ THEM.
2. **Experience:**
 - *class involves communicating, and then reflecting on what happened.
 - *class time used to discuss reflections
 - *active participation in class is essential
3. **Text Reading:**
 - *students are required to do the reading before coming to class
 - *essential to accomplish the goals of the class
 - *students are expected to read materials when assigned
 - *students should raise questions when something is not clear
 - *When necessary, very few lectures will not necessarily be from the text

REQUIREMENTS:

1. **Assignments:**

- *in-class exercises and participation
- *two examinations (all multiple choice)
- * two speeches (persuasive, informative)
- * one group discussion
- *one interview
- *other related assignments

2. **Attendance and Participation:**

- Students are expected to **attend all classes**. In cases involving excessive absences from class, the instructor may DROP the student from the class. “Excessive absences” is defined as one or more absence than the number of classes per week. During summer school, you are allowed only two absences if the courses meets four times a week. If it meets only twice a week, you are allowed only one absence.
- Students must be in class to participate in exercises.
- Points will be awarded for participation.
- Exercises, examinations, speeches, and group discussions will be assessed points.
- Students who attend only part of a class period (arrive late/depart early) will receive reduced points for attendance and participation.
- Arriving more than ten minutes late or leaving more than ten minutes early is considered an absence.
- Students are not allowed to wear **hats** in class except for religious or medical reason.
- Students are not allowed to take phone calls in class. If you are expecting an important call, please discuss this with your instructor. You must leave the classroom to take important phone calls.

GRADES:

The grades in this course will be based on the percentage of point totals accumulated. For the assignments and activities, a maximum of the following may be earned:

1. **Attendance and Class Participation**

Lecture, Speech, Group Discussion days,
Professional goals and related assignments = 5%

2. **Exams, Speeches, Group Project**

*Exams (2) all multiple choice = 50%
*Speech #1 = 10%
*Speech #2 = 10%
*Group Project = 15%
*Interview and Professional Listening Exercise = 10%

TOTAL = **100%**

3. Grading Scale:

90 - 100 = A
80 - 89 = B
70 - 79 = C
60 - 69 = D
59 or Below = F

Make-up Assignments:

- *None scheduled
- *If you know that you will miss class on the day of speech, arrange to trade with another student.
- *Please do your best to take exams on their due dates and submit assignments on time.

Point Assessment:

- *None for participation if you are absent.
- *Writing assignments may be turned in at the appropriate time before the deadline.
- *Absences will not be excused. Participation and feedback are integral parts of this course. Students who miss class do not gain experiences provided and do not earn the points that contribute to the final grade. If a speech is missed, possible make-up points are limited.

Inclement Weather

Occasionally it becomes necessary to delay the opening of school, send students home early, or close the College because of bad weather. If the College plans to close, radio and TV stations will broadcast that message as soon as the decision is made. Please listen to the radio rather than call the College or Dr. Chaaban. Information will be available on the Montgomery County Emergency Information Line **(301) 217-8800** or the College's main website: www.montgomerycollege.edu, should you miss the broadcast message.

Reasonable Disability Accommodation

Any student who may need an accommodation due to a disability, please make an appointment to see me during my office hour. A letter from Disability Support Services (R-CB122; G-SAI75; or TP-ST120) authorizing your accommodations will be needed. Any student who may need assistance in the event of an emergency evacuation must identify to the Disability Support Services Office; guidelines for emergency evacuations for individuals with disabilities are found at: www.montgomerycollege.edu/dss/evacprocedures.htm.

If you are a veteran or on active or reserve status and you are interested in information regarding opportunities, programs and/or services, please visit the Combat2College website at www.montgomerycollege.edu/combat2college/ and/or contact Joanna Starling at 240-567-7103 or Joanna.starling@montgomerycollege.edu.

Classroom Behavior

Each student is expected to behave in ways which promote a teaching and learning atmosphere. Students have the right to learn; however, they do not have the right to interfere with the freedom of the faculty to teach or the rights of other students to learn. Students will be treated respectfully in return for respectful behavior.

All in-class discussions should be carried out in a way that keeps the classroom environment respectful of the rights of others. This means that, for example, students should not interrupt someone else who is talking regardless of whether that person is the instructor or another student. Students should not monopolize class time by repeatedly interrupting and asking questions in a manner which hinders the learning process of others. Students are also expected to conduct themselves in ways which create a safe learning and teaching environment that is free from such things as intimidation, violence, and harassment.

Please make sure that you obtain and read a copy of the current Student Handbook which contains the Student Code of Conduct.

ABOUT THE SPEECHES:

1. Persuasive Speech:

Each student will present a 3-5 minute speech which has the goal of persuading the class to adopt a specific belief, attitude, action, or sell a product. Prior to the speech, each student will hand in a full-sentence outline with bibliography, visual aid and audience analysis.

2. Informative Speech:

Each student will research, outline, practice and present a 3-5 minute informative speech. The speech should entail a report of information concerning a topic, product, or a company policy. Prior to the speech, each student will hand in a full-sentence outline with bibliography, visual aid, and audience analysis.

3. Speech Outlines:

The outlines for both speeches must be full-sentence outlines with the following:

- a. Topic
- b. General Purpose
- c. Specific Purpose
- d. Thesis Statement
- e. Introduction
- f. Main Points—2-4 main points.
- g. Conclusion
- h. Bibliography—must cite at least three authoritative sources on the outline.
- i. Visual Aid—must state what the visual aid is on the outline.

All outlines and papers should have a cover page attached with the following information:

- Name
- Instructor's name

- SP112: Business and Professional Communication
- Date
- Format:
 - 8 ½” x 11” (standard letter) paper
 - Typed on computer, **one side paper only**
 - Stapled in top left corner (or bound on the left-hand side).

For both speeches mentioned above, each speaker must use at least ***one visual aid***, cite ***three authoritative sources while speaking***, and use the ***extemporaneous*** delivery style. **All outlines must be typed and submitted on time. No late or untyped outlines will be accepted.**

ABOUT THE GROUP PROJECT:

Group Project

The group discussion requires students to identify a problem relevant to a professional setting, to define and analyze the problem, to establish criteria for solution options, to generate/brainstorm possible solutions to the problem, to evaluate the solution option, to select ***at least three*** justifiable possible solutions, and to discuss how to implement the selected solutions. You may want to select a problem affecting a specific company. The final group paper and presentation should reflect the six major steps of problem solving discussed in your text.

Following your group meetings, the group members will prepare two assignments:

1. The group members will prepare an 8-12 page paper discussing the problem-solving steps mentioned in your text. The paper must be typed, double-spaced, and contain a bibliography of at least fifteen research materials. Note: this is a group paper.
2. Group members will jointly report to the class on their solutions to the problem, their definition of the problem, their criteria, what they have learned from the project, and most important, how they worked with each other. This presentation should take no more than ***fifteen minutes*** and should center on what members ***learned*** from the assignment and not ***just reporting on what is on the paper***. At the beginning of the presentation, each member should introduce him/herself and the section he/she completed. Class members are allowed to ask questions after each presentation.
3. Although in some cases, the Internet can be used for preliminary research, you must use the library and other external sources for your primary research materials. If you have to access the Internet for certain sources and materials, do not cite more than five Internet sources and make sure the Websites are authoritative. Your instructor will help you determine whether a Website is reliable or not.
4. Every member must participate equally. Anyone who refuses to participate in the group project will receive an F for the assignment and the course and will not be allowed to do any make-up work. No individual projects allowed.

5. Your instructor must approve each speech topic.
6. A visual aid and a full-sentence outline are optional for this group project.
7. The paper should have the following sections:
 - Introduction
 - Definition and analysis of the problem
 - Criteria
 - Brainstorming of solution options
 - Evaluation of solution options
 - The best three solution options selected
 - Discussion of how to implement the solution options
 - Conclusion
 - Bibliography
 - Acknowledgment Paper. This section lists the names of the group members, what each member was assigned to do, what was actually completed, and a number (1-10) to reflect the member's overall contributions to the group project.

Related Items for the Group Project:

- Make sure you use subheadings **mentioned above** for all major sections of the paper and each section should be covered separately. Do not combine sections. Make sure you use transitions from one section to another in order to make the paper flow smoothly.
- Do not confuse the group project with the two individual speeches.
- Anyone who did not participate should not be included in the group presentation.
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Please Note:

- You cannot pass the course if you fail to deliver your speeches, submit your speech outlines, and participate in your group project.
- You cannot pass the course if you miss more than the number of class sessions per week. If your attendance is very good and you have to exceed the number of absences allowed, you need to discuss it with your instructor. For a MWF class, you are allowed three absences. For a class that meets only once a week, you are allowed one absence. Please make sure you use your allowed absence(s) wisely. Once you exceed the number allowed, you will be dropped from the course.
- Coming to class more than 10 minutes late will be considered an absence. Do your best to attend class on time. Remember, when registering for this course, you saw the days, times, and dates the class will meet and you agreed to all. So, do not use excuses for missing class or for not submitting assignments.
- Failure to present a speech, submit an assignment, or take an exam will not automatically guarantee that it will be made-up. Advance notice should be given to your instructor in order for arrangements to be made, if appropriate, and consistent with course policies. In emergency situations, appropriate arrangements will be made with verifications.

- Everyone will be treated equally when it comes to submitting assignments, taking an exam, or meeting deadlines. No make-up or extra credit assignments will be given. Instead of asking for extra assignments, work very hard on the ones assigned.
- If you have a disability, please let your instructor know by submitting a letter from the DSS office as soon as you get it. All accommodations will be made based on the specifications on the DSS letter.
- Read the assigned chapters before coming to class and be ready to make comments, ask and answer questions, and clarify points. Active participation in class is necessary.
- Always consult with your instructor if you have questions, concerns, or comments. You can always set up an appointment with your instructor if necessary.
- The best way to reach your instructor is through email and during posted office hours. Appointments to see your instructor can always be made if you cannot meet during the posted office hours.
- Do not use inappropriate language in class. Make sure you respect your classmates and instructor. If you want to make a comment or ask a question and another student or the instructor is speaking, please allow him/her to finish before talking.
- We will practice free speech in this class, but not at the expense of others. Please exercise patience and tolerance when interacting with your classmates and instructor. We will create a very comfortable learning environment without intimidation of any kind. If you feel uncomfortable or threatened, please let your instructor know.
- Always check your email for announcements and reminders. When necessary, your instructor will send you important information via email.
- Please make sure you have a current Student Catalog. It contains important College policies and regulations.
- All papers must be typed, double-spaced and submitted with a cover page containing all necessary information. Late outlines will NOT be accepted.
- Late papers will not be accepted. Under certain situations, if they are accepted, they will be severely penalized. Your grade on the paper or late assignment will be lowered by 50%.
- When delivering a speech or presenting a group project, you need to dress professionally. Do not wear jeans, tennis shoes, sandals, t-shirts, or a hat. Do your best to dress professionally. If you have problems with this, please speak with your instructor right away.
- Test/exam questions come from the text, related assigned readings, and class lectures.
- Paying attention and taking notes in class will greatly improve your comprehension of course contents.
- Read your syllabus on a daily basis and always consult it for assignments and dues dates.
- Sometimes, it becomes difficult to work in groups. Do your best to work with your group members and make sure you do your part. Complaining at the end will not be helpful. If you do not get along with your group members, this should not be used as an excuse for not completing your section. Remember, you are a member of the group and have all the rights and privileges as a student.
- Make sure you have fun while learning.
- Montgomery College is tobacco FREE

- Remember, your instructor is here to help you learn by mastering the skills discussed in your text.
- Student e-mail (montgomerycollege.edu) is an official means of communication in this SP112 class. Every student enrolled in this class will need to check the college e-mail regularly and frequently. You will be held responsible for information, assignments, and announcements that will be sent by the instructor. I will check my e-mail box everyday at least three times between the hours of 11 AM and 7 PM. I will respond to you as soon as I can.

For this class, student e-mail will be used for:

Discussions on topics related to class work or discussions

All time-sensitive communications

Reading material or assignments for the next class period

Out-of-class communication with the instructor

Giving feedback from the instructor to the student

All assignments must be submitted in-class (hard copy) and as an email attachment (soft copy) on the due date. You must retain proof of the time and date each assignment was sent via e-mail.

WEEK/DATE	Reading /Topics	Assignments/Activities
1 Saturday, 12 September, 09	Chapters 1 and 2 Communication as Process	Introduction to course, classmates, and communication.
2 Saturday, 19 September, 09	Chapter 3 Listening	Form Groups
3 Saturday, 26 September, 09	Chapter 4 Verbal and Nonverbal Messages	Professional Listening Exercise DUE
4 Saturday, 3 October, 09	Chapter 5 Interpersonal Skills	<i>Work On Group Project</i> <i>Email Etiquette Exercise</i> DUE
5 Saturday, 10 October, 09	Chapters 6 and 7 Interviewing	Work on Group Project Resume DUE
6 Saturday, 17 October, 09	Chapters 10 and 11 Developing and organizing Presentations	Exam #1 (covers chs. 1-6) Bring a #2 pencil for exam.
7 Saturday, 24 October, 09	Chapters 12 &13	Interview Paper DUE
8 Saturday, 31 October, 09	Chapter 14	Informative Speech Outline DUE
9 Saturday, 7 November, 09	<i>INFORMATIVE SPEECH DELIVERY</i>	<i>INFORMATIVE SPEECH DELIVERY</i>
10 Saturday, 14 November, 09		<i>Persuasive Speech Outline</i> DUE Persuasive Speech Delivery
11 Saturday, 21 November, 09	Chapters 8 and 9 Small Group Communication	Rough Draft of Group Project Paper DUE
12 Saturday, 28 November, 09	Thanksgiving Holiday	<i>Thanksgiving Holiday</i>
13 Saturday, 5 December, 09	<i>Practice Group Presentation</i>	EXAM #2 Covers chapters 7-14)
14 Saturday, 12 December, 09	<i>GROUP PRESENTATIONS</i>	Group Presentations Group Paper DUE
15 Saturday, 19 December, 09	<i>Individual Conferences</i>	Return all grades papers and presentations

