Workplace Communication Spring 2011

Tuesday, 9:15 a.m. – 12:15 p.m. Hickman Hall Room 119 Cook/Douglass Campus

Tuesday, 6:00 p.m. – 8:40 p.m. Freehold Campus

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37:575:481:80 Freehold Campus

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Course Description:

This course will offer the opportunity for microsociological analysis of group dynamic and interpersonal interactions in workplace settings with an emphasis on experiential learning. Group dynamics theory and communication skills can be practiced in order to positively impact your workplace interactions and performance. This course will contribute to your workplace communications skills as you learn to give and receive support from others in classroom discussion and activities.. I will serve as your facilitator in this class as you meet personal challenges, identify areas where you feel you need improvement, explore your workplace communication strengths and weaknesses and work with your classmates to enhance your strengths and minimize your weaknesses.

Course Text:

Johnson, David W. and Frank P. Johnson, <u>Joining Together: Group Theory and Group Skills</u>, 10th Ed. (2009: Pearson Education, Inc.)

Course Objectives:

Bring together the theory and research of workplace communications through structured exercises in order to enhance group cooperation

Utilize experiential learning (role play and observation) to clarify group dynamics skills

Focus on specific areas of workplace communication in order to improve your personal communication skills

Evaluate and record your skill learning growth and mastery as you participate in various group exercises and analyze results based upon your interaction with other group members

Attendance and Assignments:

Regular attendance is necessary to successfully complete this course. Group exercises cannot be duplicated if they are missed. Assignments are due on the dates scheduled in the syllabus or assigned by the instructor. If you cannot complete an assignment on time please see the instructor prior to the scheduled due date for any special consideration. Office hours are available by appointment.

All cell phones and electronic devices must be turned off prior to class. Please make every effort to arrive on time to class and to stay until the class is dismissed.

Evaluation:

Personal Journal: Each student will maintain a personal journal which will record the group dynamics and observations from in-class exercises and assigned personal exercises. The journal will comprise a significant portion of the final grade at least 35%.

Graded Group Assignment: Groups will be graded by the professor and their peers based on the content and presentation of the assignment to determine the grading percentages for class evaluation.

Individual Assignments: Two papers will be assigned. One paper will focus on communication in informal and formal group settings. The second paper will focus on utilizing the steps for different techniques for negotiation.

Exam: There will be a final exam on the major theoretical principles of group dynamics as they apply to the workplace setting.

*The points/percentage value of these evaluation items will be part of your group decision making process.

The nature of this course may be quite different from the previous ones that you have taken. Instead of passively listening to lecture material, you will learn by doing. It is my hope that you will master new strategies and enhance practiced skills so that you will be a more effective communicator in the workplace or in any group setting.

I hope you enjoy this learning experience,

Dianne McKay

Course Schedule

1/18 Introduction to Workplace Communication Read Chapter 1 Types of Groups Self Diagnosis Exercise 1.2 Introduction Skip reading exercises Exercise 1.3 Saving the World from Dracula Journal 1.1 1/25 **Experiential Learning** Read Chapters 2-3 **Role Playing** Journal 3.1 (1.), 3.3 Participant Observer Feedback and Evaluation Effective Group Goals p.81 Exercise3.5 Plane Wreck Exercise 3.6 Broken Squares Exercise 3.7 2/01 True Colors: Personality as a factor in Workplace Communication 2/08 Social Interdependence and Cooperation Journal 3.9 Exercises 3.8, 3.10, 3.13 **Building or Destroying Trust** Exercise 3.14 2/15 Group communication Read Chapter 4 **Interaction Analysis** Journal 4.1, 4.11 Exercises 4.2, 4.3, 4.4, 4.5, 4.6 Communication patterns Effects of Cooperation and Competition on Communication 2/22 Leadership Read Chapter 5 What is a Leader Journal 5.2, 5.5, 5.6 Leadership Styles 5.3 5.13, 5.14 Interpersonal Patterns 5.4 Exercises 5.7, 5.8 3/01 **Using Power** Read Chapter 6 Journal 6.9 What is Power The Bases of Power-Image of Power p.229 **Unequal Power Indirect Power**

Ranking Bases of Power p.244 Defining Bases of Power p. 247 Exercise 6.4

3/08	Verbal and Gender Communication in the Workplace Negotiation - Assignment of individual paper due 3/29	
3/15	Spring Break	
3/22	Decision Making Making Effective Decisions Individual v. Group Decision Making Approaches to Group Decision Making Complete selected exercises	Read Chapter 7
3/29	Controversy and Creativity Avoidance of Controversy Outcomes of Controversy Process and Controversy Guidelines for Constructive Controversy Developing and Fostering Creativity	Read Chapter 8 Journal 8.2 (1), 8.13
4/05	Work on Special Exercise and update Journal The class will not meet formally.	
4/12	Conflicts of Interest Negotiations Special Exercise	Read Chapter 9 Journal 8.2, 8.13
4/19	Update Journal Team Development and Team Training Team Building Review for Exam	Read Chapter 13
4/26	Exam	