



The University of Southern Queensland

Course specification

The current and official versions of the course specifications are available on the web at <http://www.usq.edu.au/coursespecification/current>.
Please consult the web for updates that may occur during the year.

Description: Effective Organisational Communications

| Subject | Cat-nbr | Class | Term | Mode | Units | Campus |
|---------|---------|-------|---------|------|-------|-------------|
| CTU | 3040 | 91611 | 2, 2009 | ONC | 1.00 | Springfield |

| | |
|-----------------------------------|--------|
| Academic group: | FOBUS |
| Academic org: | FOB004 |
| Student contribution band: | 3A |
| ASCED code: | 080301 |

REQUISITES

Pre-requisite: CMS1009

OTHER REQUISITES

Students are required to have access to a personal computer, e-mail capabilities and Internet access to UConnect. Current details of computer requirements can be found at <http://www.usq.edu.au/ict/students/standards/default.htm>.

SYNOPSIS

This course provides a study of effective communication in the contemporary, evolving organisation. Effective interpersonal communication-especially peer-to-peer-is one of the characteristics most sought after in business today. Other topics include the prevention of communication breakdowns; the effective use of communications technology; small group dynamics; and interviewing and listening skills.

OBJECTIVES

On successful completion of this course, students should be able to:

1. explain the relationship of the theoretical foundations of human communication to organisational and management applications
2. describe the process of communication, that is, communication transactions, information and flow, and motivation and influence within the organisational setting
3. distinguish unique elements of the communication process within the organisational setting, e.g., leadership and power, the group process and decision making, managing conflict, the elements of verbal and non-verbal communication, diversity, and the influence of intercultural behaviors on communication
4. enumerate, explain, and apply methodologies for effective interpersonal communication in supervisory/subordinate relationships, peer relationships, and serial relationships
5. explain symbol-based miscommunication and how it occurs in organisations
6. prepare and deliver public informative and persuasive
7. identify the characteristics of competent communication, including perceiving, processing, listening and responding as well as initiating communication verbally, non-verbally and in writing

8. manage communication in interrelationships, including techniques for managing conflict.

TOPICS

| | Description | Weighting (%) |
|----|--|---------------|
| 1. | Communication in organisations: the model of strategic communication | 12.50 |
| 2. | Diversity in business and the professions | 12.50 |
| 3. | Listening skills: verbal and nonverbal skills | 12.50 |
| 4. | Leadership and management skills: work relationships | 12.50 |
| 5. | Principles of interviewing: interviews in business settings | 12.50 |
| 6. | Fundamentals of group communication | 12.50 |
| | 6.1. Meetings: forums for problem solving | |
| | 6.2. Negotiation and conflict management | |
| 7. | Developing and delivering effective presentations | 12.50 |
| | 7.1. Informative presentations | |
| | 7.2. Persuasive and special presentations | |
| 8. | International projects: the process of project management and the future | 12.50 |

TEXT and MATERIALS required to be PURCHASED or ACCESSED

ALL textbooks and materials are available for purchase from USQ BOOKSHOP (unless otherwise stated). Orders may be placed via secure internet, free fax 1800642453, phone 07 46312742 (within Australia), or mail. Overseas students should fax +61 7 46311743, or phone +61 7 46312742. For costs, further details, and internet ordering, use the 'Textbook Search' facility at <http://bookshop.usq.edu.au> click 'Semester', then enter your 'Course Code' (no spaces).

Hult, CA & Huckin, TN 2008, *The brief new century handbook*, 4th edn, Pearson (Allyn & Bacon), New York.

O'Hair, D, Friedrich, GW & Dixon, LD 2008, *Strategic communication in business and the professions*, 6th edn, Pearson Education, Boston, Massachusetts.

Strunk, William & White, EB 2000, *The elements of style*, 4th edn, Allyn & Bacon, Boston, Massachusetts.

REFERENCE MATERIALS

Reference materials are materials that, if accessed by students, may improve their knowledge and understanding of the material in the course and enrich their learning experience.

PRINT RESOURCES While there is no separate listing of print materials in your O'Hair textbook, all sources utilised by the authors are referenced in footnotes within each chapter, and you may find those references useful for research into areas of interest. **ELECTRONIC RESOURCES** The

following Internet resources may be of use to you in this course. Please be aware that Web addresses may change from time to time. Consult your examiner if you have questions about electronic resources. City University <<http://www.cityu.edu>> Alt. Psychology. Personality Archives <<http://sunsite.unc.edu/personality/>> Pygmalion Project: The Advocates <<http://keirse.com/pygmalion/advocates.html>> The Keirse Temperament Sorter <<http://www.keirse.com/cgi-bin/keirse/newkts.cgi>>

STUDENT WORKLOAD REQUIREMENTS

| ACTIVITY | HOURS |
|---------------|-------|
| Assessments | 20.00 |
| Lectures | 26.00 |
| Private Study | 93.00 |
| Tutorials | 26.00 |

ASSESSMENT DETAILS

| Description | Marks out of | Wtg (%) | Due date | Objectives assessed | Graduate skill | Level assessed |
|---------------------|--------------|---------|-------------|---------------------|----------------|----------------|
| GROUP CASE ANALYSIS | 10.00 | 10.00 | 20 Jul 2009 | All | | |
| CASE STUDY 1 | 15.00 | 15.00 | 20 Jul 2009 | All | | |
| CASE STUDY 2 | 15.00 | 15.00 | 20 Jul 2009 | All | | |
| CASE STUDY 3 | 15.00 | 15.00 | 20 Jul 2009 | All | | |
| INFORMATIVE SPEECH | 15.00 | 15.00 | 20 Jul 2009 | All | | |
| MID-SEMESTER TEST | 15.00 | 15.00 | 20 Jul 2009 | All | | |
| TEST | 15.00 | 15.00 | 20 Jul 2009 | All | | |

IMPORTANT ASSESSMENT INFORMATION

- 1 Attendance requirements:
It is the students' responsibility to attend and participate appropriately in all activities (such as lectures, tutorials, laboratories and practical work) scheduled for them, and to study all material provided to them or required to be accessed by them to maximise their chance of meeting the objectives of the course and to be informed of course-related activities and administration.
- 2 Requirements for students to complete each assessment item satisfactorily:
To satisfactorily complete an individual assessment item a student must achieve at least 50% of the marks. (Depending upon the requirements in Statement 4 below, students may not have to satisfactorily complete each assessment item to receive a passing grade in this course.)
- 3 Penalties for late submission of required work:
If students submit assignments after the due date without prior approval of the examiner, then a penalty of 5% of the total marks gained by the student for the assignment may apply

- for each working day late up to ten working days at which time a mark of zero may be recorded.
- 4 Requirements for student to be awarded a passing grade in the course:
To be assured of receiving a passing grade a student must achieve at least 50% of the total weighted marks available for the course.
 - 5 Method used to combine assessment results to attain final grade:
The final grades for students will be assigned on the basis of the aggregate of the weighted marks obtained for each of the summative assessment items in the course.
 - 6 Examination information:
There is no examination in this course.
 - 7 Examination period when Deferred/Supplementary examinations will be held:
Not applicable.
 - 8 University Regulations:
Students should read USQ Regulations 5.1 Definitions, 5.6 Assessment, and 5.10 Student Academic Misconduct for further information and to avoid actions which might contravene university regulations. These regulations can be found at <http://www.usq.edu.au/corporateservices/calendar/part5.htm>. Students should also read the Faculty of Business Procedures which can be found at <http://www.usq.edu.au/business/aboutfob.htm>.

ASSESSMENT NOTES

- 1 Assignments: (i) The due date for an assignment is the date by which a student must submit the assignment to the USQ. (ii) Students must retain a copy of each assignment submitted for assessment. This must be produced within 24 hours if required by the examiner. (iii) In accordance with university policy, the examiner may grant an extension of the due date of an assignment in extenuating circumstances. (iv) In the event that a due date for an assignment falls on a local public holiday in their area, such as a show holiday, the due date for the assignment will be the next day. Students are to note on the assignment cover the date of the public holiday for the examiner's convenience.
- 2 Referencing in assignments: Harvard (AGPS) is the referencing system required in this course. Students should use Harvard (AGPS) style in their assignments to format details of the information sources they have cited in their work. The Harvard (AGPS) style to be used is defined by the USQ Library's referencing guide at <http://www.usq.edu.au/library/help/referencing/default.htm>.

OTHER REQUIREMENTS

- 1 E-mail and Internet access: Students will require access to e-mail and Internet access to UConnect for this course.
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