

COM441 Organizational Communication and Conflict Resolution

(3 credit hours)

Course Syllabus

Course Description

This advanced course examines interpersonal and group relationships and patterns of communication within organizations. This includes the way individuals relate to each other personally, in groups and as leaders and followers. The course is competency based, the material is designed to increase knowledge, create an awareness of values, and build sensitivity to the different situations organizations face in an increasingly complex social, cultural and economic world. Conflict as a communications phenomenon is also explored. By the end of the course students will have an understanding of the challenges of communicating within an organization and possess the skills necessary to analyze and address organizational communication issues.

Course Learning Outcomes

By the end of this course, you will be able to:

1. Students will explain the importance of communication in organizations.
2. Student will demonstrate methods effective communication in organizations.
3. Students will identify and analyze facilitating and hindering forces in effective communication within and outside organizational life.
4. Students will practice developing and delivering effective interpersonal communication.
5. Students will explain theory of and practice of team building, conflict resolution and problem solving.
6. Students will recognize how communication and organizational culture relate to one another.
7. Students will discuss the role of verbal and nonverbal messages and how to use them effectively.
8. Students will practice ways of effectively communicating to and within groups.
9. Students will improve and develop their articulation, analysis, and resourcefulness skills.

Required Textbook(s) and Resources

Ronald Adler (2023). *Communicating at Work* (13th ed.). McGraw-Hill Higher Education.

A digital copy of your textbook is included with your DragonACCESS fees for this course. Use the DragonACCESS tool in Moodle to view your book.

Be sure to also review the weekly **Explore** sections for additional library or web resources. For access to databases, research help, and writing tips, visit the [Tiffin University Library](#).

Time Commitment

Effective time management is possibly the single most critical element to your academic success. To do well in this online class you should plan your time wisely to maximize your learning through the completion of readings, discussions, and assignments. Because of our accelerated, seven-week term, TU online courses are designed with the expectation that you dedicate a little over **six (6)** hours per credit hour to course activities and preparation **each week**. For example, for successful completion of a three-credit, seven-week online course you should reserve roughly **twenty (20) hours per week**.

To help plan your time and keep on track toward successful course completion, note the distinctive rhythm of assignment due dates:

1. All times assume Eastern Time (GMT-4).
2. Weeks begin at 12:00 a.m. ET on Monday and end at 11:55 p.m. ET on Sunday.
3. Unless otherwise noted, initial assignments or discussion posts are due by **11:55 p.m. ET on Wednesdays**.
4. Additional assignments or follow-up discussion posts are due by **11:55 p.m. ET on Saturdays, and**
5. Major assignments and reflections are typically due by **11:55 p.m. ET on Sundays**.

Learning Activities

This course will consist of discussions and essays. Throughout the term you will study a number of communication skills, ethics, and explore the importance of listening. A final paper will be due in week 7 with the discussions assisting along the way. There will also be checkpoints throughout to help refine the final paper.

Grading

The chart below identifies the individual contributions from each type of activity, per week.

Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Total	
Forums Activity 1.1 (n/a) Activity 1.2 (25) Activity 1.3 (25)	Forums Activity 2.1 (25) Activity 2.2 (25)	Forums Activity 3.1 (25) Activity 3.2 (25)	Forums Activity 4.1 (25) Activity 4.2 (25)	Forums Activity 5.1 (25) Activity 5.2 (25)	Forums Activity 6.1 (25) Activity 6.2 (25)	Forums Activity 7.1 (25) Activity 7.2 (25)	350	
Assignments Activity 1.4 (65)	Assignments Activity 2.3 (65) Activity 2.4 (n/a)	Assignments Activity 3.3 (65) Activity 3.4 (n/a)	Assignments Activity 4.3 (65)	Assignments Activity 5.3 (65) Activity 5.4 (n/a)	Assignments Activity 6.3 (65)	Assignments Activity 7.3 (260)		650
115	115	115	115	115	115	310		

Grading Scale

A: 90-100% | B: 80-89% | C: 70-79% | D: 60-69% | F: <60%

Course Schedule and Weekly Checklist

Start Here

- MON: Activity 1.1: Meet Your Peers - Introductory Post

Week 1 – Introduction to Communication and Communication, Culture, and Work

- WED: Activity 1.1: Meet Your Peers – Follow-Up Post
- WED: Activity 1.2: Communication Skills
- WED: Activity 1.3: Topic
- SAT: Activity 1.2: Communication Skills
- SAT: Activity 1.3: Topic
- SUN: Activity 1.4: Workplace Cultural Differences

Week 2 – Listening, Verbal and Nonverbal Communication

- WED: Activity 2.1: Effective Listening
- WED: Activity 2.2: Nonverbal Effectiveness
- SAT: Activity 2.1: Effective Listening

- ❑ SAT: Activity 2.2: Nonverbal Effectiveness
- ❑ SUN: Activity 2.3: Critical Reflection Paper
- ❑ SUN: Activity 2.4: Final Paper Week Two Check Point

Week 3 – Gender and Generational Differences at Work

- ❑ WED: Activity 3.1: Men and Women Communication Styles
- ❑ WED: Activity 3.2: Your Generation
- ❑ SAT: Activity 3.1: Men and Women Communication Styles
- ❑ SAT: Activity 3.2: Your Generation
- ❑ SUN: Activity 3.3: Communication Across Generations
- ❑ SUN: Activity 3.4: Final Paper Week Three Check Point

Week 4 – Emotional Competence and Teams – Leadership, Influence, and Effective Communication

- ❑ WED: Activity 4.1: Emotional Intelligence
- ❑ WED: Activity 4.2: Effective Leadership
- ❑ SAT: Activity 4.1: Emotional Intelligence
- ❑ SAT: Activity 4.2: Effective Leadership
- ❑ SUN: Activity 4.3: Influence Skills

Week 5 – Interpersonal Skills and Conflict Resolution

- ❑ WED: Activity 5.1: Team Characteristics
- ❑ WED: Activity 5.2: Conflict Situations
- ❑ SAT: Activity 5.1: Team Characteristics
- ❑ SAT: Activity 5.2: Conflict Situations
- ❑ SUN: Activity 5.3: Critical Reflection Paper
- ❑ SUN: Activity 5.4: Final Paper Week 5 Check Point

Week 6 – Ethics: Understanding Ethical Communication and Effective Presentations

- ❑ WED: Activity 6.1: Ethical Behavior
- ❑ WED: Activity 6.2: Effective Presentations
- ❑ SAT: Activity 6.1: Ethical Behavior
- ❑ SAT: Activity 6.2: Effective Presentations
- ❑ SUN: Activity 6.3: Presentation

Week 7 – The Global World

- ❑ WED: Activity 7.1: Different Cultures
- ❑ WED: Activity 7.2: Most Valuable Topics
- ❑ SAT: Activity 7.1: Different Cultures
- ❑ SAT: Activity 7.2: Most Valuable Topics
- ❑ SAT: Activity 7.3: Final Paper

Tips for Success

Online learning requires self-discipline and self-direction. As seekers of the truth, we should be willing to challenge one another's academic work in a spirit of respectful comradery. Your course is a place for you to grow as you benefit from the expertise, experience, and diverse perspectives of your instructor and peers. Constructive feedback will challenge you to stretch your own thinking, thereby expanding your knowledge and understanding.

To get the most out of your learning experience, you should actively engage (participate) in **ALL** course activities. Course elements are arranged chronologically. To complete a week, simply work your way "down the page" through all of the course materials and activities.

For More Information:

Be sure to review the [Support, Policies, and Procedures](#) addendum.