

**Spch 1321.11217.008**  
**Business and Professional Communication**  
**Summer 2014 (7/7 – 8/12)**  
**Tues/Thurs, 6:00 pm – 9:40 pm**  
**CYP1, CYP 1105**



*The most important thing I learned in school was how to communicate...You can have brilliant ideas, but if you can't get them across; your brains won't get you anywhere.*

*~ Lee Iacocca, Iacocca*

***Instructor: Theresa E. Glenn***

***Office Hours: Tuesday & Thursday***  
***5:30 – 6:00 p.m.***

***Adjunct office (Rm. 1104) and by appointment.***

***512-223-2157 or 2158***

***[Tglenn2@austincc.edu](mailto:Tglenn2@austincc.edu)***

***\*\*\*E-mails will be replied to during office hours.***

Grades are kept current in Blackboard. All course materials are loaded in Blackboard (BB) after lecture. You may obtain a copy of the lecture slides or missed assignments the day after class. They serve as your exam review as well.

**Course Rationale:** Greetings and Welcome to Speech 1321!! Although this course is usually taken as a requirement for most students, it is my personal goal as an instructor that you leave this semester with information that is valuable to you in careers and personal lives. Overall, it is my wish that you find the course much more useful than just getting the “required grade”. Business and Professional Speaking is about how to achieve your goals in the work place while maintaining the relationships which are so critical to your success. We have a lot to cover and in order to have a successful semester it will require commitment and dedication. I believe you will find the course challenging, interesting, and rewarding. Please feel free to contact me during office hours, send e-mail or give me a call with any questions, comments, ideas or concerns. I look forward to forging ahead together into the world of professional communication.

**Required Text and Materials:** Adler, R. B., Elmhorst, J. M. & Lucas, K. (2013). Communicating at Work, 11<sup>th</sup> edition. McGraw Hill. (978-0-07-803680-4) An e-book version is available.

- 2 Green scantrons
- 1 3-ring binder (optional)
- Computer access for typed assignments, e-mail and blackboard access.
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### **Course Description:**

Business and Professional Communication is the study and application of communication within the business and professional context. This course explores oral communication competences in dyads, interviews, groups/teams, and presentations. Special emphasis is given to using technologically mediated formats in the workplace. Skills: E

### **Course Objectives:**

After completing this course you will be able to:

- Demonstrate written and oral competences related to job searches, interviewing, and performance appraisals
- Identify and/or demonstrate oral competencies related to professional interaction, ethics, and conflict management
- Recognize and evaluate the dynamics of leadership and membership in workplace groups and teams
- Utilize various communication technologies competently in professional settings
- Identify and design strategies to facilitate effective meetings
- Identify the cultural dimensions influencing communication competence within a diverse workplace
- Recall strategies to improve interpersonal relationships in the workplace
- Create and deliver a professional business presentation including a question/answer session

### **Course Skill Levels.**

In accordance with H.B. 2183, students who enroll for ACC Speech courses are expected to demonstrate competent English speaking and listening skills:

- “Competence in speaking is the ability to communicate orally in clear, coherent, and persuasive language appropriate to purpose, occasion and audience.”
- “Listening at the college level means the ability to analyze and interpret various forms of spoken communication.”

As a student, you can expect to acquire these abilities only if you honor all course policies, attend class, participate in class exercises and complete assignments in good faith and on time. Students may vary on their achieved competency levels regarding these abilities.

### **Instructional Methodology:**

The class is designed around instructor lecture, working with partners and in small groups, as well as individual and group presentations. Students are expected to contribute to all lectures and activities with questions, ideas and relevant business or personal experiences.

### **Participation:**

You are strongly encouraged to listen, observe, and participate actively in each class meeting. Because our subject—human communication—occurs between and among people, each class session is treated like a communication laboratory where you will practice applying theory to your everyday communication patterns. Participation will enhance your classroom experience. Although not a “separate” part of the semester grade, students who participate on a consistent basis will be given consideration if in need of a tenth of point to raise their grade one letter grade.

### **Attendance:**

*ACC's General Policy Statement:*

Regular and punctual class and laboratory attendance is expected of all students. If attendance or compliance with other course policies is unsatisfactory, the instructor may withdraw students from the class.

*Instructor Policy:*

This course emphasizes theoretical and practical aspects of communication, thus, it is important that you attend all class sessions. Attendance will be taken daily. **Students who are absent more than 2 classes (excused or unexcused) will fail the course.** You are expected to arrive to class on time and remain for the entire period. Arriving late (more than 15 minutes) or leaving more than 30 minutes early constitutes one absence. There is an additional attendance policy for speeches. See below.

### **Withdrawal Policy:**

*ACC's General Policy Statement:*

It is the responsibility of each student to ensure that his or her name is removed from the roll should he or she decide to withdraw from the class. The instructor does, however, reserve the right to drop a student should he or she feel it is necessary. If a student decides to withdraw, he or she should also verify that the withdrawal is submitted before the Final Withdrawal Date. The student is also strongly encouraged to retain their copy of the withdrawal form for their records.

Students who enroll for the third or subsequent time in a course taken since Fall, 2002, may be charged a higher tuition rate, for that course. State law permits students to withdraw from no more than six courses during their entire undergraduate career at Texas public colleges or universities. With certain exceptions, all course withdrawals automatically count towards this limit. Details regarding this policy can be found in the ACC college catalog, at <http://www.austincc.edu/current/needtoknow>.

*Instructor Policy:*

It is the student's responsibility to withdraw from the course by the **official withdrawal date** if personal circumstances prevent progress. Thus, if you stop attending class and do not officially withdrawal through the registrar's office you will receive an "F" as your final grade. I reserve the right to withdrawal any student from the course for lack of attendance, lack of progress, disrespectful behavior in the classroom or via e-mail, unauthorized use of technology in the classroom, disruptive behavior, studying other course materials or use of vulgar language as defined by the instructor.

### **Incompletes**

*ACC General Policy Statement:*

An instructor may award a grade of “I” (Incomplete) if a student was unable to complete all of the objectives for the passing grade in a course. An incomplete grade cannot be carried beyond the established date in the following semester. The completion date is determined by the instructor but may not be later than the final deadline for withdrawal in the subsequent semester.

*Instructor Policy:*

Incompletes are given on rare occasions only in the event of extreme circumstances. A student must have completed a minimum of 75% of the semester's work and maintained a "C" average or higher for me to consider an "incomplete." Please visit with me if the situation arises.

### **Late Work/Missed Exams:**

**No homework will be accepted late without penalty**, even if you were absent the day it was assigned. Work is considered "late" if you do not have it ready when I call for it. Completing it during class or right after class is late. You are responsible for announcements made and homework assigned during a missed class! No excuses. Thus, homework is due on the assigned date. Be sure to check with a classmate or on Black Board or contact me via e-mail. *Homework turned in late will be penalized twenty points (20 pts) each day it is late.* You may put it in my box to avoid severe late penalties. I will only accept late work up until two class periods after the original due date.

Each student will be allowed to make up one missed exam with a 10 pt penalty as long as it is taken within three days of the original exam date (including weekends). Make-up exams may be taken at the CYP testing center with the instructor's permission and prior notification. A make-up may not be taken after the 3 days. Any additional make-up exams or late work will only be accepted due to an excused absence or an extreme circumstance, and even under those circumstances an additional penalty of 10 points will be assessed. You are expected to contact me regarding a missed exam/presentation prior to the next class period otherwise no make-up work will be allowed. *Note:* Make-ups are **not** allowed for the group teamwork activity or the individual final speech unless you have an excused absence as defined below.

Excused absences require documentation verifying one of the following: a) required military service; b) you are hospitalized/doctor's note; c) funeral attendance for a member of your family; or d) your first enrollment in the course occurred after it began. Being absent for work related or other school activities or planned vacations, etc. will count toward your allotted five absences and do not count as "excused" absences. You must plan accordingly to be successful!

### **Testing Center Policy**

Students using the Academic Testing Center must govern themselves according to the "Student Guide for Use of ACC Testing Centers" and should read the entire guide before going to take the exam. To request an exam, one must have:

<a href="#">ACC Photo ID</a>	Course Synonym (e.g., 11217)
Course Abbreviation (e.g., SPCH)	Course Section (e.g., 008)
Course Number (e.g., 1321)	Instructor's Name: GLENN

Do NOT bring cell phones to the Testing Center. Having your cell phone in the testing room, regardless of whether it is on or off, will revoke your testing privileges for the remainder of the semester. ACC Testing Center policies can be found at <http://www.austincc.edu/testctr>.

### **Student and Instructional Services:**

ACC is committed to your success while enrolled. Please visit [www.austincc.edu/support/index.php](http://www.austincc.edu/support/index.php) to learn how your college can help you be successful. ACC strives to provide exemplary support to its students and offers a broad variety of opportunities and services. Information on these services and support systems is available at: <http://www.austincc.edu/s4/>. ACC Learning Labs provide free tutoring services to all ACC students currently enrolled in the course to be tutored. The tutor schedule for each Learning Lab may be found at: <http://www.austincc.edu/tutor/students/tutoring.php> For help setting up your ACCeID, ACC Gmail, or ACC Blackboard, see a Learning Lab Technician at any ACC Learning Lab.

### **Scholastic Dishonesty:**

A student attending ACC assumes responsibility for conduct compatible with the mission of the college as an educational institution. Students have the responsibility to submit coursework that is the result of their own thought, research, or self-expression. Students must follow all instructions given by faculty or designated college representatives when taking examinations, placement assessments, tests, quizzes, and evaluations. Actions constituting scholastic dishonesty include, but are not limited to, plagiarism, cheating, fabrication, collusion, and falsifying documents. Penalties for scholastic dishonesty will depend upon the nature of the violation and may range from lowering a grade on one assignment by a minimum of 30 points to an “F” in the course and/or expulsion from the college. Proper citations must be used when using any work in a paper or speech that is not the student’s original thought or design, otherwise it is considered plagiarism and penalties will be applied. See the Student Standards of Conduct and Disciplinary Process and other policies at <http://www.austincc.edu/current/needtoknow>

### **Students with Disabilities:**

Each ACC campus offers support services for students with documented disabilities. Students with disabilities who need classroom, academic or other accommodations must request them through the Office for Students with Disabilities (OSD). Students are encouraged to request accommodations when they register for courses or at least three weeks before the start of the semester, otherwise the provision of accommodations may be delayed.

Students who have received approval for accommodations from OSD for this course must provide the instructor with the ‘Notice of Approved Accommodations’ from OSD before accommodations will be provided. Arrangements for academic accommodations can only be made after the instructor receives the ‘Notice of Approved Accommodations’ from the student.

Students with approved accommodations are encouraged to submit the ‘Notice of Approved Accommodations’ to the instructor at the beginning of the semester because a reasonable amount of time may be needed to prepare and arrange for the accommodations.

Additional information about the Office for Students with Disabilities is available at <http://www.austincc.edu/support/osd/>. (CYP, Rm. 2114.23, 512-223-2126)

### **Student Rights and Responsibilities:**

#### *ACC General Policy Statement:*

Students at the college have the rights accorded by the U.S. Constitution to freedom of speech, peaceful assembly, petition, and association. These rights carry with them the responsibility to accord the same rights to others in the college community and not to interfere with or disrupt the educational process. Opportunity for students to examine and question pertinent data and assumptions of a given discipline, guided by the evidence of scholarly research, is appropriate in a learning environment. This concept is accompanied by an equally demanding concept of responsibility on the part of the student. As willing partners in learning, students must comply with college rules and procedures.

#### *Instructor Policy:*

Each student is strongly encouraged to participate in class. In any classroom situation that includes discussion and critical thinking, there are bound to be many differing viewpoints. These differences enhance the learning experience and create an atmosphere where students and instructors alike will be encouraged to think and learn. On sensitive and volatile topics, students may sometimes disagree not only with each other but also with the instructor. It is expected that faculty and students will respect the views of others when expressed in classroom discussions. No disrespectful, insulting, demeaning or threatening language will be tolerated in class or on-line. Students will be dropped from the class for use of such language or actions.

### **Cell Phones, Lap Tops, Electronic Gadgets or other Distractions:**

No cell phones, tablets, lap tops, vapor cigarettes or any other electronic devices or distractions are allowed during class unless permission is granted by the instructor. You are responsible for making sure that they are turned off and headphones are off your head. Text messaging or playing electronic games or studying other course material during class will not be tolerated. **One point will be deducted from your final grade each time your behavior, phone or other use of electronic devices is a distraction to me or the class.** I may also confiscate your gadget and/or ask you to leave the class for the remainder of the period. The penalty will be tracked in your BB gradebook. Laptop computers are NOT allowed during class time unless permission is granted by the professor to you personally (there is a form to sign) or required by the OSD staff. I reserve the right to withdraw students from the class for more than 3 offenses.

### **Student Standards of Conduct and Disciplinary Process:**

By enrolling at ACC, you agree to abide by the college's Student Standards of Conduct. These standards also establish disciplinary procedures for students accused of violating those standards. Acceptable standards of conduct include behavior that:

- Reflects the highest level of honesty and integrity
- Is civil, courteous, and respectful of all members of the campus community, their property, and the property of the college
- Encourages responsibility and prohibits the unlawful use of alcohol, illicit drugs, other substances, and weapons, and
- Promotes mutual respect, equality, and safety of its members and opposes those acts that harass, intimidate, or haze its members in person or via technology.

Violation of these standards can result in penalties ranging from 1-5 points off your homework average or dismissal from the course.

*\*ACC Student Need to Know Policies and Procedures - Administrative Rule 1.04.006, 2012.*

### **Safety:**

Austin Community College is committed to providing a safe and healthy environment for study and work. You are expected to learn and comply with ACC environmental, health and safety procedures and agree to follow ACC safety policies. Additional information on these can be found at <http://www.austincc.edu/ehs>. Because some health and safety circumstances are beyond our control, we ask that you become familiar with the Emergency Procedures poster and Campus Safety Plan map in each classroom. Additional information about emergency procedures and how to sign up for ACC Emergency Alerts to be notified in the event of a serious emergency can be found at <http://www.austincc.edu/emergency/>. Please note, you are expected to conduct yourself professionally with respect and courtesy to all. Anyone who thoughtlessly or intentionally jeopardizes the health or safety of another individual will be dismissed from the day's activity, may be withdrawn from the class, and/or barred from attending future activities.

**In the event of an emergency contact campus police by dialing 222 from any campus phone or 223-7999 from any cell phone or off-campus phone.**

### **Use of ACC Email**

All College e-mail communication to students will be sent solely to the student's ACC Gmail account, with the expectation that such communications will be read in a timely fashion. ACC will send important information and will notify you of any college related emergencies using this account. Students should only expect to receive email communication from their instructor using this account. Likewise, students should use their ACCmail account when communicating with instructors and staff. Instructions for activating an ACCmail account can be found at <http://www.austincc.edu/accmail/index.php>.

## Course & Grading Requirements:

### 1. In class assignment, on-line quizzes, and homework assignments:

- Various in-class and small homework assignments will be given throughout the semester. Please put your first and last name, date, and class with section number on every submitted paper. No cover page necessary. STAPLE any assignment that is more than one page! Five point (5) penalty if you forget to put your name on your paper or staple it.
- There is no makeup opportunity for missed in-class activity grades. If you are absent and miss an in-class activity you take a zero for that grade.
- Your lowest homework grade will be dropped. Blackboard does that automatically so your homework grade in Blackboard reflects the dropped grade.

\_\_\_\_\_ X .15 = \_\_\_\_\_ pts

### 2. Two Exams:

There are two major exams taken in-class. Exams will be multiple-choice, true/false, matching and short answer. Test material may come from lecture, the text, or both. You need a green scan tron for each major exam.

Exam #1 (Chapters 1-4)

\_\_\_\_\_ X .20 = \_\_\_\_\_ pts

Exam #2 (Chapters 5-8)

\_\_\_\_\_ X .20 = \_\_\_\_\_ pts

### 3. Interview Project:

The Interview project consists of preparing to conduct an interview and participate as an interviewee. Smaller parts of the assignment are discussed during class.

\_\_\_\_\_ X .15 = \_\_\_\_\_ pts

### 4. Teamwork Assignment:

Designed as a leadership/team member project, students will participate in brainstorming solutions to a current local or global issue.

\_\_\_\_\_ X .10 = \_\_\_\_\_ pts

### 5. Business Presentation with Visual Aids:

The Business presentation will consist of a six minute formal presentation to the class. You will use visual aids and develop a PPT presentation to accompany the presentation. A formal outline is required.

\_\_\_\_\_ X .20 = \_\_\_\_\_ pts

**Grade = \_\_\_\_\_/100pts**

*\* The Business Presentation speech must be presented in order to pass the class. You may not skip the speech and still the pass the course, even if you have a "passing" numerical grade. You may not pass on your turn once speaking slots are assigned. You are expected to attend all classes in which speeches are given, including the last class period even if you have already presented your speech. A 10 point penalty will be deducted from your speech grade if you have an unexcused absence on any of those days.*

## Grading Policy

Specific grading criteria will be provided for every assignment. If you have any questions regarding the expectations of an assignment, please do not hesitate to seek clarification. Use of proper grammar and punctuation is a requirement for all assignments. If you have concerns regarding a grade given on an assignment, please wait 24 hours before contacting me. During that time, please review the assignment and grading criteria, contemplate the feedback given on the work, and then contact me if you still have questions about the grade given on the assignment. Don't wait too long however. Grades are only open for discussion for a period of eight (8) days after they have been handed back to the class, whether you were present that day or not.

Please track your points/grade throughout the semester. If you have concerns regarding your final class average, please talk to me during the semester. Waiting till your final grade has been posted will not help you. 😊 Remember if your average is an 89.4 on the day I calculate grades, you've earned a "B" in the class as such with other averages. If you wait until the last day of class to show concern about your grade, you are too late.

<b>A</b>	89.5 – 100 pts.
<b>B</b>	79.5 – 89.4 pts.
<b>C</b>	69.5 – 79.4 pts.
<b>D</b>	59.5 – 69.4 pts
<b>F</b>	59.4 and below
<b>I</b>	Incompletes are only awarded in special extenuating circumstances

**\*\*\* Any make-up exam must be taken at the Cypress Creek Campus Testing Center (CYP) with the instructor's permission.**

### Cypress Creek – CYP

Building 1000, Rm. 1139

Phone: **223-2075**

[cypstest@austincc.edu](mailto:cypstest@austincc.edu)

Monday - Friday - 8:00am - 8:00pm

Saturday - 9:00am - 4:00pm

Sunday - 12:00pm - 5:00pm

\*Check on-line for latest hours of operation.

**Contractual Agreement:** Your acceptance of the conditions and policies outlined in this document is implied by your continued enrollment in this course.



*Please keep this syllabus throughout the semester. Track your grades and attendance on it. When the semester is over you can then recycle it 😊 Please remember to recycle whenever possible on campus.*



**Summer 2014**  
**Speech 1321.11217.008 (Cyp. Rm. 1105)**  
**6:00 p.m. – 9:40 p.m.**

Tues.	7/8	Introduction to Course Chapter 1 – Communicating at Work
Thurs.	7/10	Chapter 2 – Communication, Culture, and Work Chapter 3 – Listening
Tues.	7/15	Chapter 4 – Verbal and Nonverbal Messages
Thurs.	7/17	<b>Exam 1 – Chapters 1-4</b> Chapter 6 – Principles of Interviewing
Tues.	7/22	Interviewing Activity Chapter 5 – Interpersonal Strategies and Skills
Thurs.	7/24	Chapter 9 – Developing and Organizing the Presentation <b>Homework due:</b> Bring three possible speech topics to class.
Tues.	7/29	Chapter 10 - Verbal and Visual Support in Presentations Chapter 11 – Delivering the Presentation
Thurs.	7/31	<b><i>Final Speeches (Final Outline Due for everyone)</i></b>
Tues.	8/5	<b>Continue speeches</b> if needed. Chapter 7 – Leading and Working in Teams
Thurs.	8/7	Chapter 8 – Effective Meetings
Tues.	8/12	<b>Exam 2 – Chapters 5-8 (No test on chapters 9-11).</b> <b>Sm. Group Project</b> ( <i>An absence during the small group work will result in a zero for the small group project grade, regardless of excused or unexcused.</i> )

Note: The course syllabus is subject to change depending upon completion of objectives and number of students on the final roll.

**The basic course schedule will run:**  
Lecture/activities: 6:00 pm – 7:45 pm  
Break: 15 minutes  
Lecture/activities: 8:00 pm – 9:40 pm