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

Theresa E. Glenn
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Tglenn2@austincc.edu

Office Hours:
Room SAC 1313.10

Mon/Wed 12:00 pm – 2:00 pm
Tues/Thurs 10:35 am – 11:35 am

By appointment also
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 on all our behalves. I believe you will find the course challenging, interesting, and rewarding as well. Please feel free to contact me during office hours, send e-mail or give me a call with any questions, comments, ideas or concerns that you may have. I look forward to forging ahead together into the professional world of communication.

~ Prof. Glenn


~ 3-ring binder (optional)
~ Computer access with internet for typed assignments, e-mail and blackboard access.
~ 2 Green scantrons

COURSE DESCRIPTION:
Theories and practice of speech communication as applied to business and professional situation. The course concentrates on building speaking and delivery skills, as well as critical thinking and analytical skills that focus on how to organize a presentation. Skills: E

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.”

COURSE OBJECTIVES:
After completing this course you will be able to:

- Understand the communication process and recall how networks and channels influence communication process in organizations
- Recognize cultural differences that impact members of an organization and enact appropriate communication strategies to help attain cultural diversity
- Send and interpret verbal and nonverbal messages with accuracy and effectiveness
- Evaluate listening habits and practice effective listening skills
- Build positive interpersonal relationships in the workplace
- Plan and conduct an interview in both interviewee and interviewer roles
- Distinguish groups and teams and recall communication factors that influence the effective development of teams
- Demonstrate competence in making a decision as a team
- Identify and overcome common obstacles in group meetings
- Create and deliver a business presentation
- Anticipate and respond to questions during a presentation
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 theses 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/ATTENDANCE/WITHDRAWAL:
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 counts toward your final grade average. See last page for point system.

This course emphasizes theoretical and practical aspects of communication, thus, it is important that you attend all class sessions. A record of attendance will be kept for each student. You are expected to arrive to class on time and remain for the entire period. Arriving 15 minutes late or leaving 15 minutes early will constitute one absence. After one absence, points will be deducted from your attendance grade. See last page for point system. **Students who are absent more than 5 classes (excused or unexcused) will fail the course.** However, 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 the withdrawal any student from the course for lack of attendance or lack of progress. You are responsible for announcements made and homework assigned during a missed class! No excuses. Thus, homework is due on the assigned date. You do not get an extra day because you missed the class in which it was assigned.

MISSED EXAMS:
All graded work is due on the date(s) specified and exams are to be taken on the scheduled date. Each student will be allowed to make up one missed exam with no penalty as long as it is taken within three days of the original exam date (including weekends) and before class on the third day. Make-up exams may be taken at the SAC testing center with the instructor’s permission and 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 a 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 group problem-solving presentations 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 six absences and do not count as “excused” absences. You must plan accordingly to be successful!

LATE WORK:
Late work will not be accepted. If you are absent the day an assignment is due you are expected to e-mail me the assignment or bring it to the duplication center to be placed in my faculty mailbox where the staff will stamp it with a date and time of receipt.
WRITTEN ASSIGNMENTS:
All written assignments, including outlines, must be *typewritten* and *proofread!* I expect you to follow proper grammar and English rules. Even though you will be doing oral presentations, if you can’t get it right on paper, you won’t be able to get it right orally. Write outlines in complete sentences and turn them in on the appropriate due date. Outlines are a critical part of the speech preparation process.

CELL PHONES, LAPTOPS AND ELECTRONIC MEDIA:
All cell phones, pagers, ipods, and any other electronic devices are not to be used during class. You are responsible for making sure that they are turned off or on silence. Text messaging or playing electronic games during class will not be tolerated and violators will be asked to leave the class. **One point will be deducted from your final grade each time your phone or other use of electronic devices is a disruption to me or the class.** I may also confiscate the gadget or ask you to leave the class for the remainder of the period. Laptop computers are NOT allowed during class time unless permission is granted by the professor to you personally or required by the OSD staff.

SCHOLASTIC DISHONESTY:
Acts prohibited by the College for which discipline may be administered include scholastic dishonesty, e.g., cheating on an exam or quiz, plagiarizing written texts or oral speeches, and unauthorized collaboration with another in preparing outside work. Academic work submitted by students shall be the result of their thought, research, or self-expression. Academic work is defined as, but not limited to, tests and quizzes, whether taken electronically or on paper; projects, either individual or group; classroom presentations; and homework. Any work presented in an oral presentation that is not the original thought of the student must be referenced accordingly, this includes information taken from the internet. A student guilty of scholastic dishonesty will receive an “F” in the course and will be recommended for dismissal from ACC.

STUDENTS WITH DISABILITIES:
Each ACC campus offers support services for students with documented physical or psychological disabilities. Students with disabilities must request reasonable accommodations through the Office for Students with Disabilities on the campus where they expect to take the majority of their classes. Students are encouraged to work with OSD three weeks before the start of the semester. They may be reached at 512-223-9166, SAC, Rm. 116.

ACADEMIC FREEDOM STATEMENT:
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.

*INAPPROPRIATE BEHAVIORS.*
Inappropriate behaviors may result in points being deducted from the student’s final grade as determined by the instructor based on the severity of the offense. Inappropriate behaviors may include:

- Monopolizing discussion or interrupting others, or arguing for the sake of arguing
- Uncalled-for criticism or excessive negativity
- Verbal hostility or any display of frustration, irritation, or anger
- Failure to correct behavior at professor’s request
- Offensive language intended to belittle the message receiver
*OFF-TASK BEHAVIORS.*
Off-Task Behaviors may result in points being deducted from the student’s homework average as determined by the instructor based on the extent of the offense. Off-task behaviors may include, but are not limited to,

- Leaving the classroom. Unless it’s an emergency, you’re expected to remain in class.
- Resting your head, sleeping, wearing sunglasses, etc.
- Private conversations or inappropriate behavior with a classmate, etc.
- Reading newspapers; doing work for other classes; etc.
- “Checking out” mentally or behaviorally from the activity or discussion, etc.

*List created by Dr. L. Coangelo*

SAFETY:
The Austin Community College District has procedures in place to help ensure the safety of students during an emergency. Emergency instruction signs are posted in each campus classroom. **In the event of an emergency students may contact campus police by dialing 222 from any campus phone or 223-7999 from any cell phone, pay phone, or off-campus phone.** Please familiarize yourself with the SAC rally point for your class. If in the event an evacuation you are to report to the evacuation rally location. There you will be accounted for. Do not leave campus until you are accounted for. Emergency personnel will search for you in the building if you are not accounted for at the rally point! Let’s work together to keep everyone safe!!

STUDENT SUPPORT & SUCCESS SYSTEMS:
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.

BLACKBOARD SITE:
This course uses a Blackboard site as a secondary method for me to share course information with you. To access the Blackboard site, log on to ACC’s homepage and click on the “blackboard” link in the upper right hand corner.
COURSE ASSIGNMENTS AND GRADING:
Your grade in SPCH 1321 will be based upon two oral presentations, two exams, non-graded/developmental speeches, participation, attendance, and additional homework assignments. The distribution of each assignment is listed below:

Speeches
- Interview Poster Presentation………………………….. 20%
- Business Presentation with Power Point…………. 20%

Exams
- Exam 1…………………………………………………….. 15%
- Exam 2…………………………………………………….. 15%

Homework/developmental speeches/quizzes……………15%
(examples include listening assessment, communicator style inventory, problem solving homework, etc.)

Effective Meeting Analysis paper…………………………10%

Attendance ……………………………………………………5%
The following formula will be used to calculate your attendance grade:

<table>
<thead>
<tr>
<th>Absences</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-1</td>
<td>100%</td>
</tr>
<tr>
<td>2</td>
<td>90%</td>
</tr>
<tr>
<td>3</td>
<td>80%</td>
</tr>
<tr>
<td>4</td>
<td>70%</td>
</tr>
<tr>
<td>5</td>
<td>60%</td>
</tr>
<tr>
<td>6 or more</td>
<td>0%</td>
</tr>
</tbody>
</table>

(Students who miss more than five times will fail the course!)

TOTAL……………………………………………………..100%

Note 1: Students must present the business presentation in order to pass the course, regardless of your current grade in the class.

Grades are calculated based on the weight of assignments and exams shown above. At semester's end, your average will be converted to your letter grade for the course as follows:

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

Please track your grade throughout the semester. If you have concerns regarding your final class average, please talk to me during the semester. Waiting until your final grade has been posted will not help you. ☺

CONTRACTUAL AGREEMENT: Your acceptance of the conditions and policies outlined in this document is implied by your continued enrollment in this course.
# COURSE SCHEDULE

**BUSINESS AND PROFESSIONAL SPEAKING**

Speech 1321.43008.011  
Fall 2009  
9:00 am - 10:25 am  

*Please have the assigned chapter read before class. Pop quizzes may be given.*

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tues.</td>
<td>8/25</td>
<td>Introduction to Course</td>
</tr>
<tr>
<td>Thur.</td>
<td>8/27</td>
<td>Chapter 1 – Communicating at Work</td>
</tr>
<tr>
<td>Tues.</td>
<td>9/1</td>
<td>Chapter 2 – Communication, Culture, and Work</td>
</tr>
<tr>
<td>Thur.</td>
<td>9/3</td>
<td>Chapter 3 – Listening</td>
</tr>
<tr>
<td>Tues.</td>
<td>9/8</td>
<td>Chap 3 cont.</td>
</tr>
<tr>
<td>Thur.</td>
<td>9/10</td>
<td>Chapter 4 – Verbal and Nonverbal Messages</td>
</tr>
</tbody>
</table>
| Tues. | 9/15  | Chapter 5 – Interpersonal Skills  
Social Communicator Style Inventory (Not in Textbook)  
[Complete Communicator Style Inventory on-line (under free personality quiz, print out the results, and bring to class.](http://www.peterursbender.com/quiz/index.html)  
Thur. | 9/17  | Chap 5 cont. |
| Tues. | 9/22  | Exam #1 - Chapters 1- 5 (plus on-line materials) |
| Thur. | 9/24  | Chapter 6 – Principles of Interviewing  
*Interview Assignment handed out*, plus page 446. |
| Tues. | 9/29  | Chapter 7 – Types of Interviews |
| Thur. | 10/1  | Cont. 6 & 7 |
| Tues. | 10/6  | Chapter 9 – Effective meetings  
[Watch Meeting Analysis Video](#) |
| Thur. | 10/8  |  
| Tues. | 10/13 | Chapter 8 – Working in Teams  
Group Problem Solving Presentations (An absence on this day will result in a zero for your homework grade.) |
<p>| Thur. | 10/15 |<br />
| Tues. | 10/20 | Chap 8 &amp; 9 cont. |
| Thur. | 10/22 | Exam #2 – Chapters 6 - 9 |</p>
<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tues. 10/27</td>
<td><strong>Interview Poster Presentations</strong></td>
</tr>
<tr>
<td>Thur. 10/29</td>
<td><strong>Interview Poster Presentations</strong></td>
</tr>
<tr>
<td>Tues. 11/3</td>
<td><strong>Interview Poster Presentations</strong></td>
</tr>
<tr>
<td>Thur. 11/5</td>
<td>Chapter 10 – Developing and Organizing the Presentation. Bring three possible speech topics to class.</td>
</tr>
<tr>
<td>Tues. 11/10</td>
<td>Chapter 10 cont</td>
</tr>
<tr>
<td>Thur. 11/12</td>
<td><strong>Audience Analysis Questions Due</strong></td>
</tr>
<tr>
<td>Thurs. 11/17</td>
<td>Chapter 11 - Verbal and Visual Support in Presentations</td>
</tr>
<tr>
<td>Thurs. 11/19</td>
<td>Chapter 12 – Delivering the Presentation</td>
</tr>
<tr>
<td>Tues. 11/24</td>
<td>Chapter 12 cont</td>
</tr>
<tr>
<td>Thur. 11/26</td>
<td>Thanksgiving Holiday – No class</td>
</tr>
<tr>
<td>Tues. 12/1</td>
<td><strong>Final Business Presentations</strong> (Final outline due for everyone)</td>
</tr>
<tr>
<td>Thur. 12/3</td>
<td><strong>Final Business Presentations</strong></td>
</tr>
<tr>
<td>Tues. 12/8</td>
<td><strong>Final Business Presentations</strong></td>
</tr>
<tr>
<td>Thur. 12/10</td>
<td><strong>Final Business Presentations</strong></td>
</tr>
</tbody>
</table>

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

**South Austin Campus Testing Center**
- Phone: 223-9240
- Room 1135
- MON – FRI: 8:00 am - 8:00 pm
- SAT: 9:00 am - 4:00 pm
- SUN: 12:00 pm - 5:00 pm

**South Austin Campus Learning Lab**
- Phone: 223-9243
- Room 1138
- MON – THURS: 8:00 am – 8:00 pm
- FRI: 9:00 am – 2:00 pm
- SAT: 11:00 am – 4:00 pm
- SUN: 12:00 pm – 6:00 pm

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.