YORK U
UNIVERSITÉ
UNIVERSITY

FACULTY OF LIBERAL ARTS AND PROFESSIONAL STUDIES

SCHOOL OF HUMAN RESOURCES MANAGEMENT

AP/HRM4481 A

ORGANIZATIONAL COMMUNICATION

S1 2023 – COURSE OUTLINE[1]

UPDATED: MAY 9, 2023

Please read before committing to taking this course...

Welcome to the course! For most classes, we will meet **in person**. For some classes, we will meet on **Zoom** (mostly, for synchronous meetings). Please be prepared to be **in class for the in person sessions**, and **with a camera on for the live Zoom sessions**. Please plan to connect on Zoom from a quiet space – if you are on campus, our regular classroom is available.

Regular attendance and participation expected. When we meet on Zoom, you should be fully available for interaction (that is, not engaged with work or other activities).

Course work includes multiple individual presentations, group presentations and peer-feedback throughout the term. **SEE YOU IN CLASS ON MAY 9TH FOR OUR FIRST CLASS.**

WELCOME TO THE ORGANIZATIONAL COMMUNICATION!

Our recent pandemic and post-pandemic experiences have only emphasized how much we rely on communication in our work and daily lives and how much this communication is affected by the conditions and characteristic of the interaction. We spend time most of our workday communicating - in one way or another. Can we communicate better? (hint: yes... ☺).

*This course provides an overview of main theories and concepts on organizational communication with a focus their application to our own communication. **Though activities and assignments, this course is designed to provide you with a safe space to experiment and improve on your own persuasive communication skills**.*

- *Be **prepared** to interact with your classmates, **deliver mini presentations**, **receive** and **provide constructive feedback**. Some presentations will be submitted **pre-recorded**, and some will be delivered in person in **real-time**.*
- *Be prepared to discuss and critically examine our **reading** materials (our course discussions and activities rely on your advance preparation of the assigned readings...).*
- *Be prepared to work with a **group** of classmates on group assignments / project.*
- *In weeks when we are not meetings on campus, be **prepared** to connect online during our scheduled time (Tues/Thurs, 11:30am-2:30pm), with your **microphone** on and **camera** on. ⭕**Live Session***

Please note that regular attendance and engagement in class is expected: on campus (when the class meets in person) and on-line (when the class meets for synchronous sessions). When planning for this course consider budgeting sufficient time for preparation on individual work and presentations as well as time to work with your group outside class sessions.

*We are all responsible to create and maintain **a safe learning environment** in the course – in the classroom, during synchronous sessions and in any other online activities and communication; All are expected to conduct themselves in a manner that is respectful of others and of themselves.*

If you have any concern with your performance, or ability to complete the course successfully, please contact me earlier in the course rather than later. I look forward to meeting you all and having a meaningful learning experience.

Ron

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[1] This outline is subject to change as deemed necessary by the Course Director.

MORE ABOUT THE COURSE

The full outline for the course will be available at the start of the term. Expect submission deadlines for activities and presentations throughout the course.

In this **blended** course, our use of weekly class time will be a combination of: (1) class meetings on campus, (2) zoom meetings (synchronous) [when not meeting on campus]; (3) group meetings and individual prep time. **We will meet on campus for our first class on May 9th.** A tentative weekly schedule is provided below, with detailed weekly schedule to be available on eClass at the start of the term.

This class is highly dependent on class/group discussions and non-verbal cues in communication. As part of the course activities, each student will present multiple times and discuss their presentation with other students.

Regarding online meetings and submissions: To ensure the privacy and wellbeing of all students, as well as the ability to create and maintain a safe environment for cordial and productive sessions.

- We will all login using Passport York authentication ("Sign in with SSO" option in Zoom).
- All of us are expected to have their **video/camera ON** (most of the time) and **audio/microphone available** (of course, microphone OFF when not talking, to avoid unintended interruptions).
- Please note that presentations will be recorded for the sole use of feedback and discussion, with password protection. Sharing the recordings or using them for any other purpose is prohibited. Otherwise, discussions within the sessions will not be recorded by the instructor; Recording of the session by others by any means is not permitted).
- Participants that cannot be identified by the host/instructor will be removed from the session.
- Please consider your learning space, possibly ensuring that your background is not distracting (positioning yourself against a wall or using the background feature).

Please contact Dr. Ron **ASAP** if using video is of concern so we can discuss (ophir@yorku.ca).

COURSE ENVIRONMENT PRINCIPLES

Together we will strive to create and maintain a classroom environment that is a **safe** place for learning and discussion; a place where individual thoughts and ideas are appreciated; a space where personal feelings, beliefs, perspectives, and positions are **respected**.

SECTION INFORMATION

Course Director:	**Professor Ron Ophir**
Email:	ophir@yorku.ca
Delivery mode:	**Most meetings in person, some meetings on Zoom.**
Day & Time:	**Tuesdays & Thurdays, 11:30am-2:30pm**
Virtual/In-Person Office Hours:	Check course website
Classroom:	**Atkinson 004** ("Harry Leith", basement of the Atkinson College Building)
Course Web Site:	eclass.yorku.ca

Have a safe, productive and fun summer term!

IMPORTANT NOTES

▸ **Communication with the Course Director**: Please include your full name, student number, and the **course/section enrolled in**. Needless to say, proper conduct of behaviour is expected.
  - If responding to an eClass email announcement, please ensure to replace the recipient address with my email (ophir@yorku.ca), or else the message will not be delivered to me.
▸ **About course registration**: Please direct all registration questions to the main office of the School of Human Resources Management (lapsshrm@yorku.ca). Course Directors (instructors) **cannot enroll or approve** your enrollment to the course. If the section is full, the best strategy to enroll in the class is to visit the online course registration system regularly until a space becomes available. Students are expected to keep up with the course submission deadlines regardless of timing of enrolment.
▸ **Take care of yourself**: https://www.yorku.ca/health/mental-health-resources-during-covid-19/

COURSE DESCRIPTION & PREREQUISITES

Presents basic theoretical and practical tools of organizational communication and introduces students to the principles and value of communicating effectively in any work setting and to different type of audience. The focus is on interpersonal communication and basic processes of informative and persuasive communication.

Prerequisites: 66 credits including AP/ADMS 2400 3.00 and AP/HRM 2600 3.00. For BCOM students ADMS 2400 only.

COURSE OBJECTIVES

▸ To **develop** basic understanding of interpersonal communication, including communication within and between teams and organizations.
▸ To **develop** personal communication and presentation skills, by implementing the course communication framework (preparing and delivering presentations).
▸ To **increase** awareness to own and other communication effectiveness, through peer-feedback loops and self-reflection.

COURSE COMMUNICATION

▸ **COURSE ANNOUNCEMENTS**: Notices and updates will be posted to the Course Announcements forum on the course website. You will receive an e-mail notice when an announcement is posted (sent to your preferred email on your eClass/Moodle profile).
  - When responding to an eClass email announcement, please ensure to **replace** the recipient address with my email (ophir@yorku.ca), or else the message will not be delivered to me.
  - Please **check** your spam folder regularly in case it captures any of the announcements made it there.
▸ **EMAIL COMMUNICATION:** When contacting Professor Ophir via email, please use the prefix HRM4481 A for the subject line of your message. Also include in the subject line a brief description of your inquiry. Please remember to identify yourself with your full name and student ID. For example:
  "HRM4481 A – question about __ (YourName, Student ID 123456789)
  This information would ensure that I know to associate you with the correct course/section and speed up my response to your query.
▸ **OFFICE HOURS:** Signup for office hours times will be provided through the course website. An individual appointment can also be arranged by email (please send your schedule in that email to facilitate the scheduling). Office hours can be on zoom, Teams, phone call, or in person.

WHAT TO EXPECT

This section of the course is offered in a **BLENDED** format, which includes both in-person and on-line content/activities. Check eClass for regular updates. Some details:

On Campus Classes ("in person") (check eClass for schedule)	**In-person** meetings in **Atkinson 004**. We will meet **Tuesday, May 9th at 11:30am** for our first class. A tentative schedule is available on the next page.
Synchronous Content ("Live") (on Zoom) (check eClass for schedule)	Some of our class meetings/activities will be "live" on **zoom** (**synchronous**) within the designated timeslot for the course. Reliable Internet connection and device are required. Camera and microphone on.
Asynchronous Content	While we will meet regularly, some course content in this course is designed for **independent learning / progress**. Note that activities, participation and other deliverables have **deadlines**. Reliable Internet connection and device required.
Submission deadlines	There are **weekly/regular submission deadlines** for activities and assignments. Please note that a significant part of course activities include interaction and discussion **with classmates**; therefore, mutual respect is expected to ensure meeting of deadlines. No extensions.
Textbook	Check out the eBook eClass for Day1digital access and purchase at the start of the term.
Exams	Exam(s) expected to be written in person on campus. Students are expected to be available to write the exam(s) on campus as scheduled.
Office Hours	Virtual office hours and/or in-person times will be available throughout the term (sign-up link on the course website). Additional times can be scheduled on request.

REQUIRED COURSE READINGS

All chapter readings are included in a digital custom e-book for the course (Day1Digital through eClass):
> **Organizational Communication: HRM4481/ADNS4481 Custom Reader 3rd Edition (2022)**

This reader includes the following chapters (you do not need to get the original textbooks):
- Barrett, B.J. (2014). *Leadership Communication*, 4th ed. [three chapters assigned: 1-3]
- Cardon, P.W. & Stevens, J. (2021). *Business Communication: Developing Leaders for a Networked World*, 1st Canadian ed [five chapters assigned: 1-3,14,15]

Additional readings and resources may be provided through links on the course website. (public access resources, or library-licensed resources). Selected Harvard Business School resources may be required for purchase online later in the course for a nominal fee (due to copyright restrictions).

Please note: Use of earlier editions of the custom reader or other editions of the chapters from the original textbooks is highly discouraged, as there are significant differences between editions.

COURSE EVALUATION

Your course grade will be based on the following components (tentative*):

Individual Participation	15%	Throughout the term, including discussion and online activities.
Individual Assignments and Presentations	35%	Several presentations throughout the term, including self-reflection and peer-feedback.
Individual Portfolio Assignment	15%	
Group Assignments and Presentations	25%	
Reading Reviews / Assessment	5%	Throughout the term.
Midterm Exam	15%	On campus exam (tentative: May 23)

Components and weightings will be confirmed no later than May 12th.

COURSE SCHEDULE (TENTATIVE)

A full schedule is available separately on the course website (WEEKLY). Class meetings in person, unless otherwise notes – updates will be provided on eClass

Week	Tuesdays		Thursdays	
Week 1	**May 9**	in person	**May 11**	in person
Week 2	**May 16**	Assignment ONE due May 12	**May 18**	
Week 3	**May 23**	Midterm Exam	**May 25**	Self-Portrait Workshop 1
	Pause: Break for the 2023 Congress of the Humanities and Social Sciences (held on campus)			
Week 4	**June 6**		**June 8**	
Week 5	**June 13**	Self-Portrait Workshop 2	**June 15**	Assignment TWO Presentations
Week 6	**June 20**	Assignment TWO Presentations	**June 22**	

- - Weekly schedule and due dates on the course website - -

MIDTERM EXAMINATION POLICIES

MIDTERM EXAMINATION CONFLICTS & MISSED MIDTERM EXAMINATIONS

▸ Any **exam conflicts** (religious accommodations, YU sports team participation, or overlap with another YU midterm examination) must be communicated by the student via email to the Course Director (instructor) no later than two (2) weeks (14 days) before the exam date. Full details about the conflict must be provided (date, time, location, link/URL if available, contact person where applicable (e.g. coach)). In all cases it is the student's responsibility to proactively address the matter with the Course Director and to inquire about the results of their conflict notice/request.

▸ In line with School of HRM practice, make-up midterm examination dates will not be available. Students who were **unable to write the Midterm Examination** on its original date for other reasons (e.g., illness) may request approval for an accommodation for the missed Midterm Exam. Requests for consideration must be submitted via to the Course Director no later than seven (7) days from the date of the Midterm Exam. Requests must include a statement indicating the reason for the request, providing relevant documentation to support this request. Students who missed the midterm examination and had their request approved, will normally have the weight of their missed midterm examination transferred to the final examination. This final exam will normally be more comprehensive than the regular final examination, as it covers both the midterm and final examination content in detail. When requests are not approved, a grade of zero will be applied to the midterm examination component.   In all cases it is the student's responsibility to proactively address the matter with the Course Director and to inquire about the results of their request. Students whose requests are **not approved**, or those who did not submit a request within the required timeline, will receive a grade of **zero** on the Midterm.

▸ **General**: Please do not include picture attachments, only pdf. Note: As per temporary provision approved by York U Senate, the requirement for students to submit an Attending Physician's Statement in support of a request for deferred standing or petitions has been waived until December 31, 2023.

IMPORTANT SCHOOL AND UNIVERSITY POLICIES & INFORMATION

ACADEMIC HONESTY & INTEGRITY

Academic Honesty: Students are reminded to maintain standards of academic integrity to the highest extent possible. Common examples of breaches of academic honesty and integrity include cheating, plagiarism, falsification, and aiding and abetting others in such activities. **Please familiarize yourself with the meaning of academic integrity at York** by completing the interactive on-line Tutorial for students at: https://spark.library.yorku.ca/academic-integrity-what-is-academic-integrity/

Suspected breaches of academic honesty will be investigated and pursued; significant penalties will be applied when a breach has been found to have occurred.

Following these simple rules will help you **avoid** breaches of academic honesty:
- Complete your work well in advance of the deadline
- Write your entire work yourself (each and every word!) from the ground up
- DO NOT: "consult" others or search online for "ideas"
- DO NOT use tutoring or editing services to prepare your work

The Faculty of Liberal Arts and Professional Studies considers breaches of the Senate Policy on Academic Honesty to be serious matters. As per the Policy, "The Senate Policy on Academic Honesty is an affirmation and clarification for members of the University of the general obligation to maintain the highest standards of academic honesty". Please familiarize yourself with York's Senate Policy Academic Honesty: http://secretariat-policies.info.yorku.ca/policies/academic-honesty-senate-policy-on/

Generative AI: Not permitted for use in this course. See eClass for udpates.

Turnitin: To promote academic integrity in this course, students will normally be required to submit their written work through Turnitin (via the course eClass) for a review of textual similarity and the detection of possible plagiarism. In so doing, students will allow their material to be included as source documents in the Turnitin.com reference database, where they will be used only for the purpose of detecting plagiarism. The terms that apply to the University's use of the Turnitin service are described on the Turnitin.com website.

SUPPORT

Getting support when you need it: Following is a selection of resources (academic and non-academic):
- Learning Skills Services: http://lss.info.yorku.ca/
- Learning Commons: http://learningcommons.yorku.ca/
- Writing Centre: http://writing-centre.writ.laps.yorku.ca/
- ESL Open Learning Centre: http://eslolc.laps.yorku.ca/
- Student Accessibility Services: http://accessibility.students.yorku.ca/
- Student Counselling & Development: https://counselling.students.yorku.ca
- Mental Health and Wellness at York: http://mhw.info.yorku.ca/
- Sexual Violence Response & Support: http://thecentre.yorku.ca/
- Community Safety: https://safety.yorku.ca/
- Office of Student Community Relations: http://oscr.students.yorku.ca/
- York International: https://yorkinternational.yorku.ca/
- My Online Services: https://myonlineservices.students.yorku.ca/
- Manage your Academic Record: http://myacademicrecord.students.yorku.ca/
- Online/Remote Support & Resources: https://www.yorku.ca/laps/support/tips-for-a-digital-semester/
- Additional LA&PS student resources: https://www.yorku.ca/laps/services/

For **important sessional dates**, please refer to: http://registrar.yorku.ca/enrol/dates/

Academic Accommodation for Students with Disabilities: Accommodation and support for students with learning, mental health, physical, sensory, or medical disabilities is guided by the principles laid out in York's Policy on Academic Accommodation for Students with Disabilities:

Students who seek such accommodation for their academic studies must be registered with **Student Accessibility Services**. This office arranges for academic accommodations and provides support to students with documented disabilities on the Keele Campus. Registered students will receive a Letter of Accommodation (LOA), outlining the recommended accommodation that would be appropriate. To register with Student Accessibility Services, visit https://accessibility.students.yorku.ca.

Once registered with Student Accessibility Services, **students are responsible to provide their LOA to the course director (professor/instructor) at the start of the term or as soon as it becomes available**. Please note that sufficient notice is needed so that reasonable steps for accommodation can be discussed. Accommodations provided shall be consistent with the guidelines established in York's policy, preserving the academic integrity of the curriculum and the academic standards of courses and programs.

If the accommodation is provided through the Alternate Exam office, please follow the timeline and procedures of that office in a timely fashion (https://altexams.students.yorku.ca/request-an-alternate-exam). Most quiz/test/exam support requires that the student book a minimum of 3 weeks in advance.

Note: Students registered in programs at York's Glendon Campus should contact Accessibility, Well-Being and Counselling at Glendon (https://www.glendon.yorku.ca/counselling/) regarding supports and services.

Religious Accommodation: York University is committed to respecting the religious beliefs and practices of all members of the community and making accommodations for observances of special significance to adherents. **Students seeking religious accommodation should pursue their request in timely fashion.** For deadlines and additional information on religious accommodation, please visit: https://w2prod.sis.yorku.ca/Apps/WebObjects/cdm.woa/wa/regobs.

Grading Scheme and Feedback Policy: For more information on the Grading Scheme and Feedback Policy, please visit: http://secretariat-policies.info.yorku.ca/policies/grading-scheme-and-feedback-policy/

Reappraisals: After course grades have been released, students may, with sufficient academic grounds, request that a final grade in a course be reappraised (which may mean the review of specific pieces of tangible work). Non-academic grounds are not relevant for grade reappraisals; in such cases, students are advised to petition to their home Faculty. Reappraisals of final course grades (including final exams viewing) should be done through the main office of the School of HRM. Tangible work may include written, graphic, digitized, modeled, video recording or audio recording formats, but not oral work. Students need to be aware that a request for a grade reappraisal may result in the original grade being raised, lowered or confirmed.

Services for Mature and Part-time Students: The Atkinson Centre for Mature and Part-time Students (ACMAPS) maintains and strengthens York University's ongoing commitment to welcome and to serve the needs of mature and part-time students. For further information and assistance visit: http://acmaps.info.yorku.ca/

ON LINE POLICIES & RESOURCES

ON-LINE COMPONENT: COURSE REQUIREMENTS FOR REMOTE LEARNING:

▸ Several platforms will be used in this course (e.g., eClass, Zoom, etc.) through which students will interact with the course materials, the course director, as well as with one another. Please review the course outline and regular updates to the course website to keep up with the schedule, times of synchronous activities, and meeting of deadlines.

▸ **Submissions on eClass:** Recordings of presentations, assignments and other deliverables will be submitted through eClass, including the use of Panopto and Turnitin (or equivalent). Access to a recording device (such as a smartphone, or webcam) is expected for the recording of presentations.

TECHNICAL REQUIREMENTS & SUPPORT:

When we are not meeting in person, we will be meeting online, and regular submissions will take place online. Please ensure that you have access to a stable, higher-speed Internet connection and an appropriate computer/device that can support your learning. Please note that smartphones/smart devices apps (such as the eClass/Moodle and Zoom apps) may have different/limited functionality compared to their use on a laptop or desktop. **A webcam or device with camera and microphone are required.**

Check out these links for e-learning information and quick help:
- **LA&PS Resources**: https://going-digital.laps.yorku.ca/student-resources/
- **York U's Student Guide to eLearning**: http://elearning-guide.apps01.yorku.ca/
- **Technology requirements and FAQs for eClass**: https://lthelp.yorku.ca/95440-student-faq
- **Student Guide to eClass**: https://lthelp.yorku.ca/student-guide-to-moodle
- **Zoom meeting etiquette**: https://lthelp.yorku.ca/94581-zoom/zoom-meeting-etiquette

Additional computing support:
- Computing for Students Website: https://uit.yorku.ca/student-services/
- UIT laptop borrowing program: https://laptops.uit.yorku.ca/ (if still available)
- Check your internet connection speed: www.speedtest.net

Disclaimers:
- Zoom is hosted on servers in the U.S. This includes recordings done through Zoom.
- If you have privacy concerns about your data, provide only your first name or a nickname when you join a session (inform the course director in advance).
- The system is configured in a way that all participants are automatically notified when a session is being recorded. In other words, a session cannot be recorded without you knowing about it.