

**Nashville State Community College
English, Humanities and Creative Technologies
Communication**

**COMM 2085 Business and Professional Comm
2022 Master Syllabus**

Course Information:

Course Title: Business and Professional Comm

Credits: 3

Class Hours: 3

Class Meeting Days and Times:

Class Location:

Course Description:

A study of the principles and skills necessary for appropriate and effective communication in today's organizations. Topics include introduction to communication processes in organizations, leadership, interpersonal principles, listening, nonverbal and verbal communication, conflict, culture, managing group communication, and interviewing. Prerequisite(s): COMM 2025 or COMM 2045 or instructor permission.

Instructor Information:

Name:

Email:

Office Phone:

Office Location:

Office Hours:

Zoom Room:

Required Textbook(s) & Other Materials:

Textbook(s): none

Supplies: Paper, Pen, Folder, access to a computer and printer

If you are registered with the Access Center and require an alternate format for other course materials, please contact the Access Center at 615-353-3721, 615-353-3741, or accesscenter@nsc.edu.

Course Outcomes:

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

1. Demonstrate knowledge of communication processes in organizations and understand organizational structures, direction of communication flow, elements of verbal and nonverbal communication, effective listening skills, and communication with multicultural audiences.

2. Apply and demonstrate communication principles of small group communication and decision making including: interpreting interpersonal behaviors in groups, facilitating group participation, applying leadership, managing group conflict, and creating a team presentation.

3. Understand and perform informative and persuasive business presentations including: recognizing effective message design and delivery, analyzing audience needs and adapting messages, researching and utilizing supporting materials and designing visual support material using technology.

Course Competencies:

The following are detailed course competencies intended to support the course outcomes:

- Write clear, well-organized documents.
- Know how to locate, evaluate, and use information sources.
- Prepare and deliver well-organized oral presentations.
- Use critical thinking skills.

The following are general education competencies intended to support the course outcomes:

- Write clear, well-organized documents.
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- Prepare and deliver well-organized oral presentations.
- Use critical thinking skills.

Topics to Be Covered:

Organizational Communication, Interpersonal Communication, Leadership, Small Group Communication, and Public Speaking

Course Assessments:

The following performance assessments will be used to demonstrate students' understanding, knowledge, and skills: tests, assignments, class participation, and speeches.

Grading Policy:

Grades in this class will be based on a 675 point scale. The points will be based on the following:

Test 1	50 points
Test 2	50 points
Portfolio/Interview	150 points
Individual Informative Presentation	100 points

Individual Persuasive Presentation	100 points
Group Presentations	75 points
Participation in Class Activities	100 points
Attendance	50 points

Late Work Policy & Make-up Procedures for Missed Assignments and Work:

All assignments/homework will be due at the start of each class period. Late assignments/homework will be accepted at the start of the first class meeting after the assignment is due with a penalty of a drop in one letter grade. Assignments/homework delivered to the instructor via e-mail after class has begun are late.

Presentations and Tests can only be made up in extenuating circumstances and with permission from the instructor.

Any special circumstances falling outside these guidelines will require talking with the instructor to discuss excuses. If a student is absent from class, it is his/her responsibility to contact the instructor for the assignment and class work missed. The student is expected to be prepared with any assigned work (readings, etc.) from the missed class period on the day they return to class.

Attendance Policy

Students are expected to attend all scheduled classes. Absences in a course will affect a student’s final grade. The student is responsible for all assigned work in the course regardless of excused or unexcused absences. Tardiness will also affect a student’s final grade.

We learn to communicate by communicating and by observing such behavior in others; therefore, attendance is absolutely essential. Students can miss two class meetings without affecting the attendance grade. Any additional absences will reduce the attendance grade by 5 points for each absence.

If a student comes to class after the role has been taken, it is the student’s responsibility to meet with the instructor after class to ensure that he or she is marked as being tardy instead of absent. Leaving class prior to the class being dismissed will count as a tardy. Three tardies equals one missed class period. If you arrive to class more than 45 minutes after the scheduled class starting time, you will be marked as being absent for the entire class period.

CLASS WORK points cannot be made up.

Grading Scale:

Letter Grade	Percentage Range
A	100 – 90
B	89 – 80
C	79 – 70
D	69 – 60
F	59 and below

FA

According to NSCC policy, an FA is awarded to students who do not officially withdraw from a course and do not attend after the cut-off date provided in the academic calendar.

For the spring 2022 term, the cut-off dates for students who have not officially withdrawn are:

Full 15-Week Term **March 25, 2022**

Students who stop attending on or before this date receive an FA; students who stop attending after this date receive an F.

FN

An FN is awarded to students who never attended class.

Technology Statement

Nashville State's classes are considered to be web-enhanced. Faculty have an expectation that students will use a computer and the Internet to complete assignments, engage in online discussions, and access various course materials through D2L/NS Online course shells. Computers are available for student use at each campus during campus open hours.

D2L/NS Online and myNSCC

It is students' responsibility to check D2L/NS Online course shells for all enrolled courses and myNSCC, including student email, on a regular basis. These are the official communication channels between the college and students, who are responsible for the information communicated through those channels. D2L/NS Online contains specific course information and myNSCC contains information important for other purposes.

ADA Compliance Statement

Nashville State complies with the Americans with Disabilities Act (ADA). If you require accommodations for any courses in which you are enrolled, contact the Access Center at 615.353.3741 or 615.353.3721, or e-mail accesscenter@nscc.edu. If you are registered with the Access Center and require an alternate format for the textbook and other course materials, please contact the Access Center.

Classroom and Academic Misconduct

Nashville State Community College has a zero-tolerance policy for disruptive conduct in the classroom. Students whose behavior disrupts the classroom will be subject to disciplinary measures. Please review the [Nashville State Student Code of Conduct policy](#). Please be aware that children are not allowed in class or to be left unattended on campus.

Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. Students are responsible for understanding and abiding by the [Academic Misconduct Policy](#) in the Nashville State Student Code of Conduct. In addition to other possible disciplinary measures that may be applied through regular college procedures as a result of academic dishonesty, the instructor has the authority to assign an "F" or a "zero" for the exercise, paper, or examination, or to assign an "F" for the course. Students may appeal through the appropriate college grade appeal procedures.

I have high expectations for academic integrity in this course. Violations of the academic policy will result in the instructor using one of the consequences listed above.

A portion of the Academic and Classroom Misconduct section of the policy is copied below.

Academic and Classroom Misconduct

- Classroom Misconduct: Nashville State Community College has a zero tolerance policy for disruptive conduct in the classroom. Students whose behavior disrupts the classroom will be subject to disciplinary sanctions.
- The instructor has the primary responsibility for maintenance of academic integrity and controlling classroom behavior, and can dismiss from the class period any student engaged in disruptive conduct or conduct that violates the general rules and policies of the institution for each class session during which the conduct occurs. Extended or permanent exclusion from the classroom, beyond the session in which the conduct occurred, or further disciplinary action can be effected only through appropriate procedures of the institution.
- If a student is dismissed from a class period, the student must meet with the academic dean or the Dean for Student Services prior to the next class meeting. Failure to meet with the dean prior to returning to class constitutes a separate violation of the Student Code of Conduct.
- Instructors may bring formal student code of conduct charges for acts of classroom misconduct including disruptive and disrespectful behavior. Disciplinary sanctions may include removal from the class.
- Disruptive behavior in the classroom may be defined as, but not limited to, behavior that obstructs or disrupts the learning environment (e.g., offensive language, harassment of students and professors, repeated outbursts from a student which disrupt the flow of instruction or prevent concentration on the subject taught, failure to cooperate in maintaining classroom decorum, etc.), text messaging, and the continued use of any electronic or other noise or light emitting device which disturbs others (e.g., disturbing noises from beepers, cell phones, palm pilots, lap-top computers, games, etc.).
- Faculty establish class attendance and punctuality requirements, subject to state or federal laws, and inform students through the published syllabi for each course of those requirements, along with the consequences for failing to meet those requirements.

Academic Misconduct: Plagiarism, cheating, and other forms of academic dishonesty are prohibited. Students guilty of academic misconduct, either directly or indirectly, through participation or assistance, are immediately responsible to their instructors. Based on their professional judgment, instructors have the authority to impose the following academic sanctions: (a) require the student to repeat the assignment for full or partial credit; (b) assign a zero, an F, or any other grade appropriate for the assignment or examination; (c) assign an F for

the course. In addition, disciplinary sanctions may be imposed through the regular institutional procedures.

- An instructor may reduce a student's grade to any extent, including a grade of "F" on an assignment, test, or a course where it is determined that the student engaged in academic misconduct.
- The instructor must provide written notification to student that a sanction for academic misconduct has been imposed. Notification of the academic misconduct charge, underlying facts, and the academic misconduct sanction will be provided to the student in the form of an email or on the assignment itself. Notification of the right to appeal and the appeal process will be provided to the student through the course syllabus or with the notification of sanction.
- To initiate an appeal, the student(s) must contact the Dean for Student Services, in writing, within five (5) days of receipt of the notification of the faculty action. Failure to do so within five (5) days will constitute a waiver of appeal hearing rights.
- The Dean for Student Services will respond within ten (10) days of receipt of the written appeal request from the student(s) to schedule a pre-hearing conference.
- If a resolution is not reached at the conference, the Dean shall issue a hearing notice, providing a hearing date together with all other required notices.
- Appeals hearings of academic misconduct determinations and/or sanctions shall be conducted in accordance with the process outlined in this document under Part 6 (4).
- A student subject to a determination of academic misconduct will not be permitted to withdraw from the course to avoid sanction.
- A student who is found responsible for Academic Misconduct may be subject to additional Disciplinary Sanctions imposed through the office of the Dean for Student Services.

Academic Early Alert System

Nashville State Community College uses an Early Alert System to let students know of a faculty member's concern in one or more of these academic areas: lack of attendance, lack of classroom participation, late or missing assignments, and/or poor performance on assignments/tests. *Please note that Early Alerts do not affect a student's academic standing. If you receive an Early Alert email, please see your instructor and your academic advisor as soon as possible.

RAVE Emergency Alert System

Emergency events can happen at any time, and Nashville State Community College wants to notify students if and when they occur. For this reason, all students have been enrolled in the free RAVE alert system. If you have not already done so, please log in at <https://www.getrave.com/login/nscc> to confirm and update your contact information and notification preferences. It is critical that your information be correct so that you will receive any emergency notifications. Your RAVE Username is your NSCC email

address. If you've never received an email from RAVE with your password, or if you need to reset your password, select "Forgot your password?" and a new password will be emailed to you. Should the RAVE system indicate "user not found", select Register and create your own RAVE account.

Student Wellness

- The general well-being of students is an important component of their academic success. With this in mind, Nashville State Community College has several resources available to provide support when needed:
 - Students with general, non-academic questions and concerns about COVID-19 may email virusinfo@nsc.edu.
 - Five free telephone therapy sessions are available via Agape Counseling by calling 615-781-3000.
 - Online tutoring is available via NetTutor within the D2L course shells.
 - A comprehensive list of online student resources may be found at <https://www.nsc.edu/current-students/student-online-resources>.
 - A comprehensive list of student support services may be found at <https://www.nsc.edu/current-students/on-campus-resources/student-support-services>.

Equity Statement

Nashville State Community College has a relentless commitment to the transformation of our institution through the intentional design of college experiences that expect and promote excellence from students, faculty, staff and administration. We consider equity to be an obligation of higher education. We strive to ensure that each student receives what that student needs to be successful, with goals of success beyond the classroom. We do this through an evidence-based and collaborative effort, understanding that our student population has diverse needs that must be addressed. We recognize that this effort may not always be comfortable and that partnering with students is the driving force to overcome barriers to success.

Inclement Weather & Campus Closings

Nashville State will use the RAVE alert system to send a text message to students, staff, and faculty about adjusted hours of operation and/or closings at individual campuses. All students should check the Nashville State web site home page at www.nsc.edu for announcements on campus closures, which may vary from campus to campus. Campus closures will also be announced on local television stations. Students should use their own best judgment in determining whether to report to campus during inclement weather when classes are not cancelled.

Even when campuses are closed, students are still responsible for completing all assigned work. When classes are cancelled, faculty will post online assignments and any additional instructions in the D2L/NS Online course shell. Check D2L/NS Online for a message from your instructor regarding your online assignment requirements. Faculty have discretion over adjusting deadlines or due date for assignments, but students are responsible for completing all assigned work by the due date established by the instructor.

Class Cancellation Policy

If the class is cancelled, the instructor will notify all students by posting in the D2L/NS Online course, e-mailing through D2L/NS Online, and/or by posting a sign on the classroom door. In the event of class cancellation, students must access D2L/NS Online to complete classwork and the assignment that will be posted in the course D2L site.

Tentative Class Schedule

Please note that this schedule is a guide for the semester and may be changed or adjusted by the instructor. All changes and adjustments will be announced in class.

Week 1 Intro to Business and Professional Communication

Week 2 Public Presentations in the workplace

Week 3 Interviews in the workplace

Written Communication in the workplace

Week 4 Interpersonal Communication in the workplace

Week 5 Individual Interviews and Resumes

Week 5 Listening

Nonverbal Communication in the Workplace

Week 6 Test Review and Test 1

Week 7 Individual Presentations and Team Selection

Week 8 Group Communication and Workplace Teams

Week 9 Intercultural Communication

Communication Conflict

Week 10 Individual Presentations - Persuasive

Week 11 Changes in Organizational Cultures

Week 12 Leadership in the workplace

Week 13 Communication Style in the Workplace and Test Review

Week 14 Group Presentations

Week 15 Final Exam