SYLLABUS
UN1001 Perspectives on Inquiry
WorkTalk: Communicating for Success
Recitation Section 21
M-W-F 2:05-2:55 Room 19-104B
Fall - 2004

Instructor: Dr. William B. Chapel
V-mail: Office: 487.3114 Cell: 370.9044
E-mail: Office wbcapel@mtu.edu Residence BillChpl@aol.com
Office Conferences: 05-117 M,W,F 3:00-4:00, by arrangement, or by E-mail request.
Class List: Some assignments, handouts, discussions, etc. will be posted to the course
E-mail list (un1001r21-l).

University Press. Rhetoric Book 1, chapters 1-4, 2152-2163.
(library shelves or on-line)

(Eds.), Intermedia: Interpersonal communication in a media world, 26-40.
(library shelves and on reserve in library)


Various additional readings (handouts)

Focus: A multi-perspective inquiry into workplace communication through
reading and analyzing various issues, the production of formal and
informal papers, and oral presentations.

Objective: To be able to create and deliver messages that grasp the attention of target
audiences and prompt them to respond with your desired feed-back.

Question: How can one develop a competitive workplace communication strategy?
Syllabus
UN1001 WorkTalk: Communicating for Success
page three

Grading of the Written Assignments

A = Outstanding or exceptional work: mastery of assignment, concepts, tools, and techniques, plus a solid understanding of implications, applications, or interrelationships. You demonstrated the ability to express that understanding with meaningful language.

AB = Very good work: solid understanding of course concepts, tools, and techniques, plus knowledge of implications, applications, or interrelationships. Your assignment is written effectively but some minor mechanical errors may be present on final draft.

B = Good or satisfactory work: shows you have a knowledge of communication fundamentals. Meets normal expectations of assignment course output criteria; but format, content, or mechanics are at a level somewhat below the very good level.

BC = Your work is marginally satisfactory.

C = You barely grasp the essentials of the assignment with little or no understanding of the finer points. Several major mechanical errors are present.

D = You are unable to communicate an understanding of the basic concepts, tools, or techniques of the assignment. Your paper does not measure up to the basic course output goals.

F = You fail to communicate or the assignment was turned in after the deadline.

Course Grading: (A)=100-93, (AB)=92.99-87, (B)=86.99-80, (BC)=79.99-76, (C)=75.99-70, (CD)=69.99-67, (D)=66.99-60, (F)=59.99-0

Grade Weights of assignments and exercises

(i)-(iv) Four in-class exercises 2.5% each total 10%

I-10 Ten formal written assignments #1-9 @ 4.0% each #10 @ 14% total 50%

Informal reflection/journal entries total 10%

0-2 Two oral presentations 15% each total 30%
Syllabus
UN1001 *WorkTalk: Communicating for Success*
page five

Class Schedule Continued

11. 11/08-12  University Career Center Monday. Formal Interviews. **Conduct formal interviews**, Read *How To* Chapter 13.

12. 11/15-19  © **TERM PAPER ABSTRACT due Monday. INTERVIEW PRESENTATIONS** Monday and Wednesday. Research day on Friday.

**Thanksgiving Recess**

13. 11/29-12/3  International/intercultural communication. Intercultural ethical dilemmas and nonverbal communication. © **RÉSUMÉ, COVER LETTER due Friday.**

14. 12/06-10  Final Term Paper and Portfolio work sessions. Listening as communication. (iv) In-class Exercise Friday. Course evaluations. © **TERM PAPERS due Friday by 4 P.M. Final reflection statement due by Friday.**

**NOTES:**

*All assigned reading and writing/presentation due dates are subject to change. You are responsible for any revisions announced during class and (or) to the class E-mail list. This syllabus should be viewed as an agreement between the professor and the student.*

*Academic regulations and procedures are governed by University policy.*

*Academic dishonesty cases will be handled in accordance with the SBE and the University’s policies.*

*If you have a disability that could affect your performance in this class or that requires an accommodation under the Americans with Disabilities Act, please see me as soon as possible so that we can make appropriate arrangements. The Affirmative Action Office has asked that you be made aware of the following:*

“**MTU complies with all federal and state laws and regulations regarding discrimination, including the American Disabilities Act of 1990 (ADA). If you have a disability and need a reasonable accommodation for equal access to education and services at MTU, please call Dean of Students Gloria Melton at 487-2212. For other concerns about discrimination, you may contact your advisor, department head/chair, or the Affirmative Action Office at 487-3310.”**
UN1001 - Sections 21&28
WorkTalk: Communicating for Success
Fall 2004
Formal Written Assignment One: Personal Memo

Your first formal written paper is due Wednesday, 15 September. This assignment is to create a 2 page single space memorandum from you to me.

Content: Create an autobiographical sketch in detail. You may describe your past life experiences, present situation and education, hoped for future goals and dreams. You might wish to state your life philosophies, fears, hopes, goals, or anything else you wish to share.

Format: You may follow either a memo format example found in How10 or a memo template in Word, Word Perfect (or similar software). Remember to include a correct heading on the top of page two. Use a conversational style as if you were talking to me. You should initial your memo at the end of the "From" line in the salutation. No signature is needed at the end of a memo. Include a cover page (sample on page 6 of your syllabus).

Mechanics: Edit your drafts and use standard English. Be sure to edit for correct grammar and mechanics, use a spell checker and visually proofread your paper. You are encouraged to get mechanics feedback from a friend or the MTU writing center.
Your second formal written assignment is due Friday, 25 September.

Content
This writing assignment involves the defining of key terms we have been discussing and will be using throughout the remainder of the course. The class period spent at the Van Pelt Library on September 13th, should provide you with many resources to research the terms. Also, the text readings and class discussions during the first three weeks will furnish you with additional thoughts for discussion.

You are free to define the terms from several perspectives (yours and from other sources); you need not follow any one approach. It is necessary to cite other sources within the text of your paper as well as to reference them at the end. This assignment is meant to familiarize you with the library resources; no more than half of your outside sources should be from the Internet. There is no length requirement, but I will be looking for complete, insightful definitions from more than one perspective.

Terms to be defined in your paper:
- Memoranda and Letters in the Workplace
- Organizational Culture
- Communication and Miscommunication within Organizations
- Documentation of Research Sources (within texts and end references)
- Plagiarism and the Law

Format
We have not covered proper format of formal papers so I will be flexible on this assignment. However, your paper should have a title on the cover page as well as on the top of page one of your text. You need not have a complete header on pages following page one, but the pages should be numbered. It is optional to include your name on the paper itself, but you will need to include a cover page (sample on page 6 of the syllabus). Double space and use a standard font.

Mechanics
As always, be certain to edit for correct grammar and mechanics; use a spell checker and visually proofread your paper. You are encouraged to get mechanics feedback from a friend or the writing center.
Content
You are to write a thoughtful analysis of the assigned portion of *The Complete Works of Aristotle* as cited in the course syllabus. You may organize and write your paper based on the degree of your understanding of the issues raised by Aristotle; or as a critical review of the piece; or using some other creative approach of your choosing. The purpose for studying and analyzing this portion of Aristotle is to provide an historical perspective for the continued development of your personal communication strategy, and to grasp some fundamentals of persuasion.

Format
Complete your paper in essay style, double space, standard font (12 or less), and remember to include a cover sheet.

Mechanics
Proofread carefully.
UN1001 WorkTalk: Communicating for Success  
Formal Paper Number 4  
Due Friday October 8, 2004  

Persuasive Memo Assignment  

Create a well-designed, persuasive 2 (or more) page internal document (memo).  

• Find an article in any magazine of your choice (e.g., Fortune, Business Week, U.S. News and World Report, the Wall Street Journal, the Economist, trade journals, etc.) or an Internet on-line piece that interests you and contains some statistical data.  

• Using Excel or other software program, transform the statistical data into a computer generated graphic (such as a bar graph, pie chart, etc.). You may use an existing graph within your source data if the graph is transformed to a graphic that you create.  

• Analyze your selected article and then organize a recommended course of action based on this data. Organize your memo as a either a direct or indirect approach message and address it to your supervisor (select any name and title for your supervisor).  

• Import your computer generated graphic(s) into an appropriate place(s) within the body of your memo text.  

• Use a highlighter to identify the information in your article that you are using for your graphic and recommendation. Staple the source article (either the original or a photocopy) as an appendix to your memo.  

Audience: Design your memo in a form that is best suited to your supervisor: your primary audience (decision maker). Assume others up and down the chain of command may also read your memo and may be consulted by your supervisor (secondary audiences).  

Format:  

• correct memo style and visual layout (single space 12 font);  
• clear evidence of logical organization;  
• well designed computer generated graphic(s) (one graphic minimum);  
• use at least two effective headings that are descriptive, correct in design, logical;  
• include your organization’s logo and name (real or fictional) on the top of your memo.  

Content Objectives: Recommend a course of action to your supervisor based on your analysis of the data. Develop a clear and logical recommendation based on your interpretation of the source text and statistics. I am not concerned about what you suggest or the correctness of your suggestion(s); my evaluation for this assignment will be based on the way you persuasively communicate your message.  

Mechanics: Give it your best shot: proofread, spell checker, feedback!
Formal paper # 5 due Wednesday October 13th.

**Content:** Write a narrative based on a conflict resolution in your personal life—either successfully completed or in the process of being resolved. The conflict could be with family, friend, roommate, boss, or anyone else you choose. What conflict style did you use, or are using, in your situation: avoidance, diffusion, or confrontation? Explain.

**Format:** A short one page paper.

**Mechanics:** Keep up the good work!

Dr. Chapel
Content: The Interpersonal Communication Paper (formal paper # 6) is due next Monday October 18th and is a reflection upon interpersonal communication. You have your choice to write about your impressions of Mr. Johnson’s and Mr. Halpern's conflict and resolution issues or your reflections on computer-human interpersonal communication including ideas from the Cathcart/Gumpert paper.

Format: Either a paper or memo format is acceptable.

Mechanics: Don’t let down here.
**Remember** This Friday (tomorrow) is a research day to conduct your interview and (or) work on your talk for next week; there will not be a regular class period tomorrow.

The interview assignment, including Monday's speakers, follows:
1. You are to conduct an interview with a person who has knowledge in your area of research for the final paper.
2. Then prepare a six minute talk relating to your interview. This will be an informational talk.
   Your discussion should include:
   - an introduction as to who your interviewee is;
   - why he/she is appropriate to your final paper research;
   - a synopsis of the information you gained from your interview; and
   - how data gained in your interview will be useful for your final paper.

Also, below is the abstract assignment due next week, Monday Nov. 15th.
Your paper abstract (100-120 words) is a short statement about your final paper. When someone reads your abstract they will get an idea of what the paper is all about. It is not an introduction but rather a short thesis (argument) contained in your paper. The abstract will eventually be placed at the beginning of your final paper, is single spaced, in italics if you wish. The assignment for next week will be a draft abstract, as you will no doubt be continuing to gather data and your final abstract will likely be somewhat changed.
UN1001 – Sections 21 & 28
WorkTalk: Communicating for Success
Fall 2004
Application Letter and Résumé Assignments

Your number 8 and 9 writing assignments (application letter and résumé) are due after Thanksgiving break, **Friday, December 3rd**.

• You will complete a résumé: chronological, functional, or combination with the objective of obtaining a summer job or coop. As first-year students, it is appropriate to include distinguished high school entries.
• Follow the formats discussed in class and in the text books. The cover (application) letter should coordinate with your résumé as far as your objective statement. You may select either a solicited letter or a prospecting letter.
• Remember that potential interviewers will normally pass over application letters and résumés with one or more mechanical errors. Proofread carefully!