



ORMN- BUSINESS COMMUNICATIONS SYLLABUS

Term: Fall, 2015

Course Number and Name: ORMN- Business Communications

Instructor: Joseph Ferrallo

Preferred Method of Contact: (630) 947-3102 call, voicemail or text
(M – Sa 9:00 a.m. – 9:00 p.m.) No calls on Sunday please.

E-mail: jferrallo@ccsj.edu

Office Hours: Virtual 9 am – 9 pm Monday – Saturday (No calls on Sunday please.)

Course Location: CCSJ – Whiting Campus

Course Time: Monday evenings, 6:00 p.m. – 10 p.m., Room 300
August 31, September 14, 21, 28 and October 5

Instructor Background:

University of St. Francis, Joliet, Illinois

- Master of Science in Training and Development (M.S.T.D.) 2007
- Master of Business Administration (M.B.A.) 2006
- Bachelor of Business Administration (B.B.A.) 1985

I possess 25 years of experience in senior leadership positions for three fortune 100 companies in a variety of customer care, sales, service, human resource, marketing, operations, training and development, and organizational development and efficiency roles. I currently serve as President, Strategic Operations Efficiency for a company in Oak Park, Illinois.

Course Description:

This course integrates the study of communication theory and critical thinking practice to provide students with the tools to prepare and send effective written and oral messages in business. Communication challenges in today's workplace brought about by advances in technology, globalization, workplace diversity and team-based structure are explored.

Learning Outcomes/Competencies:

Students in this course will:

1. Identify the communication processes from the positions of "sender" and "receiver" in a variety of business and professional contexts, in a classroom environment, to satisfaction.
2. Prepare for and meet ethical, intercultural and technological challenges to communication, in a classroom environment, to satisfaction.
3. Apply specific reasoned, practical and ethical business communication principles to composing and delivering typical business and professional messages, in a classroom environment, to satisfaction.
4. Identify and apply necessary communication tools to help organization meet and exceed their goals, in a classroom environment, to satisfaction.

Management Program Goals

The Management Program offers a B.S., an A.S., and a Certificate in Management. The Management Program is designed to help students develop skills, knowledge, and values related to becoming competent managers and successful candidates for entry into graduate school.

Management Program Objectives:

Upon completion of the program, it is expected that students will:

1. Demonstrate mastery of the theories, principles and practices of management and have developed the ability to use qualitative, quantitative and information technology tools for effective decision-making;
2. Be able to engage the methods of inquiry and analysis of the liberal arts and sciences in relationship to the specific situations and problems of management in order to become a reflective practitioner;
3. Have developed a general understanding and appreciation of the role of business and management in the local, national, and world economies; and
4. Demonstrate the capability to critically and reflectively engage ethical issues in management particularly questions of social responsibility and professional decision-making.

Textbook: Guffey, M.E. (2008) Business Communication, Process & Product, 7th Edition.
South-Western Cengage: Mason, Ohio
ISBN: 978-0-538-46625-7

Learning Strategies: PowerPoint lectures, critical thinking exercises, case studies, group problem-solving, individual research and writing. Guest speakers may also be brought in during the semester.

Class Policy for Assignments:

1. Reading assignments should be completed before class meets.
2. Written assignments must be in APA format, typed in Times New Roman 12-point font, on 8-1/2 x 11" white paper using Microsoft Word software.
3. Assignments are due on the dates listed in the Syllabus.
4. Assignments will not be accepted after the due date without prior instructor authorization.
5. If you will miss a class it is expected that you e-mail me all assignments due to jferrallo@ccsj.edu
6. Participation in class is a must. Please come prepared to actively participate. Participation points will not be awarded for anyone who does not participate while in class.
7. Attendance and participation points will not be given for absences.
8. Late work will only be accepted with prior approval. Grades for accepted late work may be lowered at the instructor's discretion. An "I" grade will only be given with prior approval, otherwise a failing grade will be assigned.

Assessment:

Attendance/ Class Participation/Collaboration	22% of grade
Homework	22% of grade
Business Writing Portfolio	44% of grade
Final Exam	12% of grade

Grading:

Attendance/Class Participation/Collaboration	40 x 5 = 200 points
Homework Assignments	50 x 4 = 200 points
Business Writing Portfolio (Final Project)	400 x 1 = 400 points
(Final Exam)	100 x 1 = 100 points

Grading:

A Grade	900 - 810 points
B Grade	809 - 720 points
C Grade	719 – 630 points
D Grade	629 – 540 points
F Grade	539 points and below

Class Policy on Attendance:

- Attendance is taken each class period. It is expected student will be present at 6:00 p.m. when the class begins.
- No attendance or participation points will be awarded during absences.**
- Students are expected to attend each session and will be held responsible, for any assignments due, materials covered or announcements made in class.
- Missing more than one class session will result in the student being automatically withdrawn from class. The student must then repeat the course another time.

Class Policy on Electronic Devices: (Cell phones, PDAs, Blackberry's, etc...)

When class begins, all electronic devices must be put in silent -mode or turned off unless otherwise directed by the instructor.

Course Outline:

Week	Class Date	Topics/Assignments	Date Due
1	Monday 08/31/15	Introductions/Syllabus Discussion Read and Introduction to Chapter 1, 2 3 and 4 Overview and Participative Discussion Assignment 1 Due (Upload in Blackboard)	08/31/15 08/31/15 08/31/15 08/31/15
2	Monday 09/14/15	Read and Introduction to Chapter 5, 6, 7 and 8 Overview and Participative Discussion Assignment 2 Due (Upload in Blackboard)	09/14/15 09/14/15 09/14/15
3	Monday 09/21/15	Read and Introduction to Chapter 9, 10, 11 and 12 Overview and Participative Discussion Assignment 3 Due (Upload in Blackboard)	09/21/15 09/21/15 09/21/15
4	Monday 09/28/15	Read and Introduction to Chapter 13, 14, 15 and 16 Overview and Participative Discussion Assignment 3 Due (Upload in Blackboard)	09/28/15 09/28/15 09/28/15
5	Monday 10/05/15	Final Exam (In Class) Course Wrap/up Final Project: Writing Portfolio Due (Upload in Blackboard)	10/05/15 10/05/15 10/05/15

Center for Academic Excellence:

The Student Success Center is dedicated to supporting Calumet College of St. Joseph students. Students work with tutors to develop course competencies and study skills such as time management, test preparation, and note taking. In addition, students are provided with tutoring support to help pass courses, to improve grade point average, and to promote continuing education and career advancement. Tutors have a specific charge: to help students learn how to master specific subject matter and to develop effective learning skills.

Tutoring is open to all students at Calumet College of St. Joseph at no charge and is available to support most introductory courses. Tutoring in support of some other courses is available as well.

The Student Success Center is located in the CCSJ Library. The telephone number is (219) 473-4287 or (800) 700-9100 ext. 287.

Disability Services:

The Student Support Services office is the primary office to guide, counsel and assist students with disabilities. If you have reasonable accommodation needs (e.g., extended time needed for tests, note taking assistance, special testing arrangements, etc.) because of a disability, contact the Student Support Services Office at 1-219-473-4388.

Student Support Services staff will require documentation pertinent to your disability request. If you already receive services through the Student Support Services Offices and require accommodations for this class, make an appointment as soon as possible to discuss your needs. Calumet College of St. Joseph will hold any information you share in the strictest of confidence unless you request that it be shared.

Syllabus Modification:

The instructor reserves the right to modify, change or update the above schedule and work load to meet the needs of class.

Statement of Plagiarism:

If an instructor or other Calumet College of St. Joseph personnel find that a student has plagiarized or been involved in another form of academic dishonesty, the instructor or other personnel may elect to bring the matter up for judicial review. The maximum penalty for any form of academic dishonesty is dismissal from the College. The procedures for judicial review are listed under the section of CCSJ handbook that addresses student grievances. (Academic Planner 2011/2012)

Citation Guidelines:

Calumet College of St. Joseph adheres to citation guidelines as prescribed by the particular discipline (e.g. - MLA, APA, and Chicago Manual of Style, or Turabian.). All papers for this class should be completed using APA guidelines. APA manuals, 6th edition can be referenced in the CCSJ Library. This text outlines how to cite references from a variety of sources, including electronic media.

Withdrawal from Classes Policy:

After the last day for class changes has passed (see College calendar), students may withdraw from a course in which they are registered with permission from the faculty member conducting the course. A written request detailing the reason(s) for the withdrawal must be filed with the Registrar. Written request for withdrawal must be received by the Registrar by the last day of classes prior to the final examination dates specified in the catalogue.

Written requests may be mailed to the Registrar or faxed to the College fax number 1-219-473-4259. Students are to make note of the refund schedule when withdrawing from courses.

The request is forwarded to the faculty member, who makes the final determination to accept or deny the request. If the request is honored, the student will receive notification of official withdrawal; if denied, the notification will indicate why the withdrawal is disallowed. **Note: Degree Completion Division (DCD) students should consult the DCD Student Handbook for information on DCD withdrawals.**

An official withdrawal is recorded as a "W" grade on the student's transcript.

Dropping a course without written permission automatically incurs an "F" grade for the course (see Refund Schedule).

School Closing Information:

Internet:

<http://www.ccsj.edu>

<http://www.EmergencyClosings.com>

Facility: Calumet College of St. Joseph

Phone: 219.473.4770

Radio:

WAKE – 1500 AM

WIJE – 105.5 FM

WZVN – 107.1 FM

WGN – 720 AM

WLS – 890 AM

WBBM NEWS RADIO 78

TV Channels:

2, 5, 7, 9, 32