



ORMN 425 - BUSINESS COMMUNICATIONS [158]

Term: Spring, 2016

Course Number and Name: ORMN 425 - 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.**

Emergency E-mail contact: iferrallo@ccsj.edu (Late homework assignments are not an emergency)

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

Course Location: CCSJ – Whiting Campus

Course Time: Thursday evenings, 6:00 p.m. – 10 p.m., Lower Level, Geminus Center, Merrillville, Indiana
2016 dates: January 21, 28, February 4, 11 and 18.

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 30+ 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 CEO, Strategic Operations Efficiency for a company in Tinley 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	Thursday 01/21/16	Introductions/Syllabus Discussion Read and Introduction to Chapter 1, 2 3 and 4 Overview and Participative Discussion Assignment 1 Due (Upload in Blackboard)	01/21/16 01/21/16 01/21/16 01/21/16
2	Thursday 01/28/16	Read and Introduction to Chapter 5, 6, 7 and 8 Overview and Participative Discussion Assignment 2 Due (Upload in Blackboard)	01/28/16 01/28/16 01/28/16
3	Thursday 02/04/16	Read and Introduction to Chapter 9, 10, 11 and 12 Overview and Participative Discussion Assignment 3 Due (Upload in Blackboard)	02/04/16 02/04/16 02/04/16
4	Thursday 02/11/16	Read and Introduction to Chapter 13, 14, 15 and 16 Overview and Participative Discussion Assignment 3 Due (Upload in Blackboard)	02/11/16 02/11/16 02/11/16
5	Thursday 02/18/16	Final Exam (In Class) Course Wrap/up Final Project: Writing Portfolio Due (Upload in Blackboard)	02/18/16 02/18/16 02/18/16

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).

Resources	
Student Success Center:	The Student Success Center provides faculty tutors at all levels to help you master specific subjects and develop effective learning skills. It is open to all students at no charge. You can contact the Student Success Center at 219 473-4287 or stop by the Library.
Disability Services:	Disability Services strives to meet the needs of all students by providing academic services in accordance with Americans with Disabilities Act (ADA) guidelines. If you believe that you need a "reasonable accommodation"

	because of a disability, contact the Disability Services Coordinator at 219-473-4349.
Alerts	
CCSJ Alerts:	<p>Calumet College of St. Joseph's emergency communications system will tell you about emergencies, weather-related closings, or other incidents via text, email, or voice messages. Please sign up for this important service annually on the College's website at: http://www.ccsj.edu/alerts/index.html.</p> <p>In addition, you can check other media for important information, such as school closings:</p> <p>Internet: http://www.ccsj.edu</p> <p>Radio: WAKE – 1500 AM, WGN – 720 AM, WIJE – 105.5 FM, WLS – 890 AM, WZVN – 107.1 FM, WBBM NEWS RADIO 78</p> <p>TV Channels: 2, 5, 7, 9, 32</p>

Emergency Procedures

MEDICAL EMERGENCY

EMERGENCY ACTION

1. Call 911 and report incident.
2. Do not move the patient unless safety dictates.
3. Have someone direct emergency personnel to patient.
4. If trained: Use pressure to stop bleeding.
5. Provide basic life support as needed.

FIRE

EMERGENCY ACTION

1. Pull alarm (located by EXIT doors).
2. Leave the building.
3. Call 911 from a safe distance, and give the following information:
 - Location of the fire within the building.
 - A description of the fire and how it started (if known)

BUILDING EVACUATION

1. All building evacuations will occur when an alarm sounds and/or upon notification by security/safety personnel. **DO NOT ACTIVATE ALARM IN THE EVENT OF A BOMB THREAT.**
2. If necessary or if directed to do so by a designated emergency official, activate the building alarm.

3. When the building evacuation alarm is activated during an emergency, leave by the nearest marked exit and alert others to do the same.
4. Assist the disabled in exiting the building! Remember that the elevators are reserved for persons who are disabled. **DO NOT USE THE ELEVATORS IN CASE OF FIRE. DO NOT PANIC.**
5. Once outside, proceed to a clear area that is at least 500 feet away from the building. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel. The assembly point is the sidewalk in front of the college on New York Avenue.
6. **DO NOT RETURN** to the evacuated building unless told to do so by College official or emergency responders.

IF YOU HAVE A DISABILITY AND ARE UNABLE TO EVACUATE:

Stay calm, and take steps to protect yourself. If there is a working telephone, call 911 and tell the emergency dispatcher where you are **or** where you will be moving. If you must move,

1. Move to an exterior enclosed stairwell.
2. Request persons exiting by way of the stairway to notify the Fire Department of your location.
3. As soon as practical, move onto the stairway and await emergency personnel.
4. Prepare for emergencies by learning the locations of exit corridors and enclosed stairwells. Inform professors, and/or classmates of best methods of assistance during an emergency.

HAZARDOUS MATERIAL SPILL/RELEASE

EMERGENCY ACTION

1. Call 911 and report incident.
2. Secure the area.
3. Assist the injured.
4. Evacuate if necessary.

TORNADO

EMERGENCY ACTION

1. Avoid automobiles and open areas.
2. Move to a basement or corridor.
3. Stay away from windows.
4. Do not call 911 unless you require emergency assistance.

SHELTER IN PLACE

EMERGENCY ACTION

1. Stay inside a building.
2. Seek inside shelter if outside.
3. Seal off openings to your room if possible.
4. Remain in place until you are told that it is safe to leave.

BOMB THREATS**EMERGENCY ACTION**

1. Call 911 and report incident.
2. If a suspicious object is observed (e.g. a bag or package left unattended):
 - Don't touch it!
 - Evacuate the area.

TERRORISM AND ACTIVE SHOOTER SITUATIONS**EMERGENCY ACTION**

1. Call 911 and report intruder.

RUN, HIDE OR FIGHT TIPS:

1. **Prepare** – frequent training drills to prepare the most effectively.
2. **Run and take others with you** – learn to stay in groups if possible.
3. **Leave the cellphone.**
4. **Can't run? Hide** – lock the door and lock or block the door to prevent the shooter from coming inside the room.
5. **Silence your cellphone** -- use landline phone line.
6. **Why the landline?** It allows emergency responders to know your physical location.
7. **Fight** – learn to “fight for your life” by utilizing everything you can use as a weapon.
8. **Forget about getting shot – fight!** You want to buy time to distract the shooter to allow time for emergency responders to arrive.
9. **Aim high** – attack the shooter in the upper half of the body: the face, hands, shoulder, and neck.
10. **Fight as a group** – the more people come together, the better the chance to take down the shooter.
11. **Whatever you do, do something** – “react immediately” is the better option to reduce traumatic incidents.