

## **BUS 699 / CMS 471 Special Issues in Leadership Communication**

**Course Description:** This course was developed specifically to deal with communication issues that are prevalent in today's workplace. It will focus on listening skills, communicating to encourage listening, emotional intelligence affects on communication, generational influences and gender influences.

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### **Required Reading List:**

**Listening: "The Forgotten Skill"** by Madelyn Burley-Allen

ISBN-13: 9780471015871

**Talking from 9 to 5:** "Women and Men in the Workplace: Language, Sex and Power"  
by Deborah Tannen, ISBN-13: 9780380717835

There will also be handouts given in class.

***Class attendance is ESSENTIAL to a communication course, so if you know you are going to miss a class prior to signing up, it may be best to look into another course. Further explanation of attendance policy is in the syllabus.***

### **PRIOR TO THE SEMINAR:**

1. Read both books on the required reading list and be prepared to be active in class discussions.
2. Complete all of the exercises in *Listening: The Forgotten Skill*. These exercises will be the basis of the activities in class, so you can complete them in your book or on separate paper.
3. Become an observer of communication. In a notebook that you will use throughout class, document specific examples pertaining to the issues (described in the course description) that are happening in your workplace and/or your personal life.
4. View the following videos on youtube.com:
  - For Emotional Intelligence: How To Be a Leader: What Is Emotional Intelligence (EQ) 6:41 (LeaderMasterClass)
  - Are YOU Socially Intelligent? (Social Intelligence) - Daniel Goleman 4:10 (Expanded Books)
  - For Generational Communication: Generations In The Workplace 3:06 (dccc1)

**Course Objectives:** Through thorough examination and discussion of theoretical study, research, and practice of communication exercises, at the end of this course, each participant should:

1. Recognize communication issues in their lives.
2. Understand concepts and practice of appropriate communication skills.

3. Be able to assess his/her communication abilities.
4. Know techniques for improvement of communication skills.
5. Have the ability to apply new communication skills to their personal and professional life.
6. Be aware of different perceptions and possibilities for interpretation of communication.

**Sincere participation in each class meeting insures meeting each of these objectives.**

**Course Schedule:** Each course moves at its own pace. This course schedule will be used as a guideline to move participants through the course, however the class may progress through the material slower or quicker depending on the needs of the students. Students and instructor will discuss the next day's assignments to be completed. Specific activities will be decided based on class enrollment.

<u>Day 1</u>	Introduction to the Course. Discussion of leadership communication experiences, communication ownership, and role-playing situations.
<u>Day 2</u>	Listening activities. Discussion of Listening book. Role-playing.
<u>Day 3</u>	Finish Listening discussion. Emotional Intelligence influence on self and others. Activities. Role-playing.
<u>Day 4</u>	Emotional Intelligence. Activities. Role-playing. Discussion of test results.
<u>Day 5</u>	Generational Communication. Activities. Role-playing. Discussion of Hand-outs.
<u>Day 6</u>	Gender Communication. Activities. Role-playing. Discussion of Tannen's book.
<u>Day 7</u>	Bringing it all together as leaders. Student final presentations. Plans of action.

**Attendance and Participation:** This is a communication course about communication. There will be many opportunities during the course to practice effective communication, both during class discussion and in small groups. What you learn in this class is directly related to your participation.

Your grade will be affected if you miss class. Missing one class will lower the class portion of the grade to a B, meaning an "A" is still possible in the course with outstanding work on the paper/role play/discussion assignments. Missing two classes will lower the course portion of the grade to a "C," meaning a "B" is still possible in the course with outstanding work on the other assignments. Missing three classes lowers the class portion of the grade to an "F". Individuals should speak to the instructor prior to any possibility of class absences to discuss the ramifications.

**Projects:**

1. Over the course of the class meetings, students will work in teams to develop a final presentation to be presented on the final day of class. This presentation will be further explained the first day of the class. The purpose is to advance the education of fellow classmates by example and information sharing.

2. Course time will be devoted to several skills practice exercises and discussion of readings and materials. We will concentrate on developing and/or improving communication skills. You will be graded on homework completion, discussion of readings, willingness to participate, and overall class participation.

3. Each student will be required to write an assessment paper of his or her own experience with influences and biases, as well as develop plans of action for improvement of communication. This paper will be explained further in class and due two weeks after class meeting is completed.

**Grades:**

Your final grade will be computed as follows:

Class participation includes:	50 % of final grade
Completed Homework	(Points will be deducted
Discussion of Readings	if homework is not
Participation in skill exercises	completed.)
Class attendance (including being on	Attendance grading
time for class and after breaks.)	outlined above.)
Group presentation	25 %
Final Paper	25 %

Grades: 99-100pts = A+, 94-98pts = A, 90-93pts = A-, 87-89 =B+, 84-86pts =B, 80-83pts = B-, 77-79 = C+, 74-76 = C, 70-73 = C-, 67-69 = D+, 64-66 = D, 60-63 = D-, under 60 = F.

**Academic Integrity Policy**

The Doane College Academic Integrity Policy will be adhered to in this class. All projects and tests will represent your own work. Any use of other's ideas without proper citation of sources is plagiarism and will result in a loss of all points for that particular assignment or test.