1.0 Course Description

Organizational Problem Solving and Report Writing focuses on the selection, treatment and solution of a complex problem in an organization, through the development and preparation of a formal, analytical report. Students learn how to propose solutions to an identifiable problem, customize a message for multiple audiences, create a work plan, apply primary and secondary research methods, and structure an argument logically and persuasively. Students will strengthen their critical thinking skills as they evaluate findings and formulate conclusions and recommendations. **Lab: 3 hours.**

**Prerequisites:** CMN 100 or CMN 114 or CMN 124 or CMN 201 or CMN 207 or CMN 279 or CMN 300 or CMN 373 or Direct Entry

2.0 Course Objectives/Learning Outcomes

- To identify a complex organizational problem and develop a solution through a formal analytical report
- To structure a logical and persuasive argument that adapts to a variety of audiences
- To apply document design principals to produce a professional formal report

3.0 Topics Covered

3.1 Communication theory
3.2 Problem definition
3.3 Audience analysis
3.4 Primary and secondary research
3.5 Outline organization
3.6 Writing style
3.7 Visual design
3.8 Report format

All topics will be covered, but not necessarily in the order listed above.
4.0 Teaching Method

4.1 Workshops

In this workshop course, students have the opportunity to prepare assignments in class or online with the guidance and supervision of the instructor.

4.2 Graded Assignments

Students will complete a minimum of three term assignments and the major report. The assignments will be directly connected to this report.

The term work will constitute 50% of the final grade. The weighting of each term assignment will be announced by the instructor. The major report will constitute the other 50%. Students must achieve a passing grade in both segments of the course.

5.0 Course Materials

5.1 Textbook


6.0 Course Policies

6.1 Students must adhere to university policies; see http://www.ryerson.ca/senate/policies. The most relevant policies are the following:

- Policy #46 Policy on Grading, Promotion, and Academic Standing ("GPA Policy")
- Policy #60 Academic Integrity
- Policy #61 Student Code of Non-Academic Conduct
- Policy #134 Undergraduate Academic Consideration and Appeals
- Policy #135 Examination Policy
- Policy #145 Course Management Policy
- Policy #150 Accommodation of Student Religious, Aboriginal and Spiritual Observance
- Policy #157 Establishment and Use of Ryerson Student E-Mail Accounts For Official University Communication
- Policy #159 Academic Accommodation of Students with Disabilities
6.2 Print and Digital Copying Guidelines

Ryerson University complies with Canada’s Copyright Act which protects both creators/owners and users of copyrighted materials. Students should familiarize themselves with Ryerson's Copyright policies and procedures, and contact the Copyright and Scholarly Engagement Librarian at copyrt@ryerson.ca for questions, concerns and clarification of the copyright rules.

6.3 Turnitin.com

By taking this course, students agree that all required papers may be subject to submission for textual similarity review to Turnitin.com for the detection of plagiarism. All submitted papers will be included as source documents in the Turnitin.com reference database solely for the purpose of detecting plagiarism of such papers. Use of the Turnitin.com service is subject to the terms of use agreement posted on the Turnitin.com site. Students who do not want their work submitted to this plagiarism detection service must, by the end of the second week of class, consult with the instructor to make alternative arrangements.

Please note the following from Policy 145 Course Management Policy:

4.3.1.2 Even when an instructor has not indicated that a plagiarism detection service will be used, or when a student has opted out of the plagiarism detection service, if an instructor has reason to suspect that an individual piece of work has been plagiarized, the instructor is permitted to submit that work in a non-identifying way to any plagiarism detection service.

6.4 Email Communication

Ryerson requires that any official or formal email communication from students be sent from their official Ryerson electronic accounts.

6.5 Video and Audio Recording

No video or audio recording is permitted in class without the express permission of the instructor.

7.0 Ryerson’s Learning Management System

Ryerson University supports Brightspace by D2L as its official Learning Management System. University Policies governing Brightspace have been documented at the Courses @ Ryerson Privacy and Security website.