1.0  Course Description

Effective communication has always been an essential component of business. It is particularly important today, when business people communicate in increasingly complex and diverse workplaces. They must deal with ethical dilemmas, intensifying organizational change, global and multicultural partners, increased specialization, and constant technological developments. Using practical examples and case studies, this course both explores communication challenges that business professionals face today and helps them develop strategies and practices designed for the contemporary workplace. **Lab: 3 hours.**

**Prerequisites:** CMN 100 or CMN 114 or CMN 124 or CMN 200 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 use communication theories to analyze complex organizational communication issues
- To develop and assess solutions to complex organizational issues
- To present oral and written analyzes of organizational case studies

3.0  Topics Covered

3.1  Issues of today’s workplace

  3.1.1 Globalization
  3.1.2 Diversity
  3.1.3 Accountability and confidence
  3.1.4 Change
  3.1.5 Specialization
  3.1.6 Technology and information
3.2 Communication strategies and practices

3.2.1 Written communication
3.2.2 Signs and signifiers
3.2.3 Electronic communication
3.2.4 Collaboration

4.0 Teaching Method

4.1 Lectures and Seminars

Teaching will be conducted by lectures plus seminars. In the seminars students will have the opportunity to present papers and lead discussion of cases.

4.2 Graded Assignments

Evaluation will be based on a minimum of three term assignments:

• oral seminar presentation
• written report of seminar presentation
• paper dealing with specific communication issues in the student’s respective field

5.0 Course Materials

5.1 Readings

Course reading materials may be provided in electronic form OR in a reading package available at the Ryerson bookstore. In addition, other readings may be assigned and provided by the instructor.

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.