Eastern Illinois University
New Course Proposal
CMN 4720, Workplace Relationships

Banner/Catalog Information (Coversheet)

1. **_X_ New Course or _____Revision of Existing Course**

2. **Course prefix and number:** _____CMN 4720_____

3. **Short title:** _____Workplace Relationships_____

4. **Long title:** _____Workplace Relationships_____

5. **Hours per week:** _4_ Class   _0_ Lab   _4_ Credit

6. **Terms:** ___ Fall   ___ Spring   ___ Summer   _X_ On demand

7. **Initial term**: _X_ Fall   ___ Spring   ___ Summer   Year: _2017_

8. **Catalog course description:** This course explores the principles of effective professional and relational communication in the workplace. The course combines both theory and practice in an effort to help students manage workplace interactions and to create and maintain successful workplace relationships.

9. **Course attributes:**

    General education component: ___N/A_____

    ___ Cultural diversity ___ Honors ___ Writing centered   ___ Writing intensive _X_Writing active

10. **Instructional delivery**
    Type of Course:

    _X_ Lecture   ___ Lab   ___ Lecture/lab combined   ___ Independent study/research

    ___ Internship   ___ Performance   ___ Practicum/clinical ___ Other, specify: _____

    Mode(s) of Delivery:

    _X_ Face to Face   _X_ Online ___ Study Abroad

    ___ Hybrid, specify approximate amount of on-line and face-to-face instruction_____

11. Course(s) to be deleted from the catalog once this course is approved. _None_____

12. **Equivalent course(s):** _____None_____

    a. Are students allowed to take equivalent course(s) for credit? ___ Yes   _---_ No

13. **Prerequisite(s):** ___CMN 2630, CMN 2650, CMN 3660_____

    a. Can prerequisite be taken concurrently? ___ Yes   _X_ No

    b. Minimum grade required for the prerequisite course(s)? _D_

c. Use Banner coding to enforce prerequisite course(s)? _X_ Yes   ___ No

d. Who may waive prerequisite(s)?

___ No one   _X_ Chair   _X_ Instructor   ___ Advisor   ___ Other (specify)

14. Co-requisite(s): _N/A_____

15. Enrollment restrictions

a. Degrees, colleges, majors, levels, classes which <u>may</u> take the course: ___Juniors & Seniors____

b. Degrees, colleges, majors, levels, classes which may <u>not</u> take the course: ___Freshmen & Sophomores____

16. Repeat status: _X_ May not be repeated   ___ May be repeated once with credit

17. Enter the limit, if any, on hours which may be applied to a major or minor: ___

18. Grading methods: _X_ Standard   ___ CR/NC   __ Audit   ___ ABC/NC

19. Special grading provisions:

___ Grade for course will <u>not</u> count in a student's grade point average.

___ Grade for course will <u>not</u> count in hours toward graduation.

___ Grade for course will be removed from GPA if student already has credit for or is registered in:
_____

___ Credit hours for course will be removed from student's hours toward graduation if student already has credit for or is registered in: _____

20. Additional costs to students:
Supplemental Materials or Software_____

Course Fee _X__No ___Yes, Explain if yes_____

21. Community college transfer:

___ A community college course may be judged equivalent.

_X_ A community college may <u>not</u> be judged equivalent.

Note: Upper division credit (3000+) will <u>not</u> be granted for a community college course, even if the content is judged to be equivalent.

<u>**Rationale, Justifications, and Assurances (Part I)**</u>

1. _X_ Course is required for the major(s) of _CMN Studies: Communication in Organizations_____

___Course is required for the minor(s) of _____

___Course is required for the certificate program(s) of _____

__X_ Course is used as an elective

2. **Rationale for proposal:** This course will serve as the capstone experience for all students in the Communication Studies: Communication in Organizations option. This course brings together the major communication theories and skills required for effective relationships in today's workplace. The intent of the course is to integrate learning from other courses in the degree program while accenting the importance of theory behind practice as it relates to managing effective professional and relational communication.

3. **Justifications for (answer N/A if not applicable)**

Similarity to other courses: This course appears to share similar content with OPD 4815 Conflict in Organization, OPD4865 Diversity in Organizations, and possibly MGT4869 Managing Conflict, Power & Politics in Organizations. The primary focus of this course, however, is on communication and relationship building within the organization. The content will focus on communication strategies and message design as a means for creating effective workplace relationships. Thus, while this course may share one or two topic ideas with the above listed courses, this course is significantly different in its overall focus on communication and relationship management within organizations.
Prerequisites: CMN 2630, CMN 2650, and CMN 3660. These three courses provide the necessary theoretical background for the capstone experience including issues of interpersonal relationships, organizing principles, and conflict management in interpersonal settings.
Co-requisites: N/A

Enrollment restrictions: Enrollment will be limited to juniors and seniors. This is an upper division course which requires extensive theoretical knowledge of relational and professional communication skills obtained during the first two years of college coursework.
Writing active, intensive, centered: The course utilizes several writing assignments such as written case analyses, in-class writing assignments, and essays on exams. While the percentage of the grade dedicated to writing is not enough to designate the course writing intensive, this should be considered a writing active course.

4. **General education assurances (answer N/A if not applicable)**

General education component: N/A

Curriculum: N/A

Instruction: N/A

Assessment: N/A

5. **Online/Hybrid delivery justification & assurances (answer N/A if not applicable)**

Online or hybrid delivery justification: The online degree program is designed to serve primarily off-campus commuter students and/or working adults who wish to continue their education. The primary target audience are students interested in pursuing a degree in Communication Studies with an option in Communication in Organizations. Alternative forms of delivery are important in serving this population.
Instruction: The course will consist of 15 modules that include textbook assignments, written assignments, peer interaction, discussion boards, quizzes and examinations. The university LMS will be used to deliver the content of the course. This course will be delivered to off-campus, primarily to commuter and non-traditional learners. Each course week equates to four 50-minute sessions. Because this course is taught in a technology-delivered format, students will be expected to interact with each other and the instructor for at least 3 ½ hours of contact time weekly. Students will also be expected to spend approximately one hour weekly in field observation settings. Instructor and peer interactions will be handled through online chat rooms and discussion boards. All written assignments and field observations will be submitted through the LMS. Quizzes and exams will also be administered through the LMS. Some modules include materials supplemental to the textbook.

All supplemental materials will be posted within the LMS. Instructors will complete OCDi certification or equivalent.

Integrity: Written assignments are submitted through the LMS. Each assignment requires learners to make specific applications to their own lived experiences and/or workplace situations. This specificity makes it unlikely students would submit someone else's work without it becoming evident to the instructor. Turn-it-in or other comparable software will be used to check for plagiarism. Lockdown browser will be used for all quizzes and exams to ensure students cannot access outside sources while taking exams. Quizzes and exams will also timed to ensure that students complete the examination within the allotted time if they use the textbook or other written material.

Interaction: The instructor will use the LMS to keep students abreast of announcements and other course related information. The instructor will also use email, discussion boards, online chat rooms, and virtual office hours to communicate regularly with students about approaching deadlines, announcements, and other course information. Student-to-student interaction is required throughout the course. The learner's grade calculation includes points for class discussion and peer interactions. Discussion boards and online chat room will be used to encourage peer interactions. The instructor will monitor the discussion areas to observe patterns of participation.

Model Syllabus (Part II)

Please include the following information:

1. Course number and title: CMN 4720: Workplace Relationships

2. Catalog description:

   This course explores the principles of effective professional and relational communication in the workplace. The course combines both theory and practice in an effort to help students manage workplace interactions and to create and maintain successful workplace relationships.

3. Learning objectives:

Upon completion of this course, students will be able to:

   1. Articulate the importance of communication in the development of successful workplace relationships [CT1-6, WR 1-7, RC1-4]
   2. Identify effective communication strategies in building successful co-worker, supervisor, and customer relations [CR1-6, WR1-7, RC1-4]
   3. Identify problematic relationships in the workplace, workplace stressors, and conflict [CT1-6, WR1-7, RC1-4]
   4. Identify connections between technology and effective workplace relationships [CT1-7, WR 1-7, SL1-7, RC1-4]
   5. Appreciate and understand work-to-home and home-to-work challenges and its influence on professional and relational communication [CT1-7, WR 1-7, RC1-4]

4. Course materials.

   The following are recommended textbooks for the course:
   TEXTBOOK:
   Harden Fritz, J. M., & Omdahl, B. (2012). Problematic Relationships in the Workplace (Volume 2). New York: Lang Publishing, Inc.
   Sias, P. M. (2009). Organizing Relationships: Traditional and Emerging Perspectives on Workplace Relationships. Los Angeles, CA: Sage.

5. Weekly outline of content:

Course Calendar

Date	Topics for Discussion
Week 1	Introduction to course; Approaches to Studying Workplace Relationships
Week 2	Organizational Culture & Climate
Week 3	Communicating at Work (Developing Effective Interpersonal Skills)
Week 4	Groups as Systems/Effective Decision Making
Week 5	Adaptability & Change in the Workplace
Week 6	Managing Diversity in Workplace Relationships
Week 7	Supervisor-Employee Relationships/Leadership
Week 8	Peer Relationships & Team building
Week 9	Intergenerational Relationships in the Workplace
Week 10	Serving the Customer/ Building Customer Relations
Week 11	Problematic Relationships at Work & Managing Conflict
Week 12	Emotional Labor & Tension on the Job
Week 13	Power Distance in the Workplace
Week 14	Technology and the Nature of Work
Week 15	Family & Work: Home & Work Boundaries
Week 16	Student Presentations/Course wrap-up

6.   Assignments and evaluation, including weights for final course grade.

Quizzes and Exams	25%
Discussion Boards & Online Chat Rooms	10%
Written Assignments	25%
Field Observations	20%
Final Case Analysis	20%

7.   Grading scale.

A= 100-90%
B= 89-80%
C= 79-70%
D= 69-60%
F= Below 60%

8.   Correlation of learning objectives to assignments and evaluation.

	Quizzes & Exams (25%)	Discussion/ Participation (10%)	Written Assignments (25%)	Field Observations (20%)	Final Case Analysis (20%)
Articulate the importance of communication in the development of successful workplace relationships [CT1-6, WR 1-7, RC1-4]	X	X	X		
Identify effective communication strategies in building successful co-worker, supervisor, and customer relations [CR1-6, WR1-7, RC1-4]	X	X	X	X	X
Identify problematic relationships in the workplace, workplace stressors, and conflict [CT1-6, WR1-7, RC1-4]		X	X	X	
Identify connections between technology and effective workplace relationships [CT1-7, WR 1-7, SL1-7, RC1-4]	X	X	X		X
Appreciate and understand work-to-home and home-to-work challenges and its influence on professional and relational communication [CT1-7, WR 1-7, RC1-4]	X	X	X		

Date approved by the department or school: 10/12/16
Date approved by the college curriculum committee: 11/2/16
Date approved by the Honors Council *(if this is an honors course):*
Date approved by CAA: 2/9/17   CGS: Not applicable