



EXTENDED CAMPUS

COLLEGE of PROFESSIONAL
and CONTINUING STUDIES

COMM 5333-101: Organizational Communication

Course Description:

This advanced survey course is designed to expose students to communication principles that hold particular importance to an understanding of organizations. The course emphasizes recent research advancements in organizational communication studies. Topics for the course include an investigation of managerial philosophies on organization, communication-constitutes-organization theory, theories of organizational discourse, social identity theory, unobtrusive control theory, organizational silence and workplace mum effects, and high-reliability organization theory.

Class Dates, Location and Hours:

Dates: November 18 – 24, 2019

Location: Washington, D.C. Liaison Office - 2189 Crystal Plaza Arcade, Arlington, VA, 22202.

Hours: Monday - Friday 6:00 p.m.-9:30 p.m.; Saturday 8:00 a.m.-4:30 p.m.; Sunday 8:00 a.m.-12:00 p.m.

Last day to enroll or drop without penalty: October 20, 2019

Site Director:

Email: apwashington@ou.edu. Phone: 703-418-4800.

Professor Contact Information:

Course Professor: Ryan S. Bisel, Ph.D.

Mailing Address: University of Oklahoma
Department of Communication
Burton Hall, #224
Norman, OK 73019

Telephone Number: (405) 325-6042

Email Address: RyanBisel@ou.edu

Professor availability: The professor will be available via email to students before and after the class sessions. On-site office hours are half an hour before and after each class session, by appointment.

Textbook(s) and Instructional Materials:

Student materials are available at the OU Bookstore Website at <https://ou.textbookx.com/institutional/index.php>. There is no longer a physical bookstore, the store will remain, but textbooks will not be stocked. The website has book selling, renting, buying, returning, and order tracking capabilities. If you need help with an order, or if you have any questions contact the toll-free phone at 1-(855)-790-6637, agents are available from 9a – 5p (EST) Monday – Friday. For more information or questions about textbooks, feel free to contact apsyllabi@ou.edu. Text prices are available online

1. Weick, K. E., & Sutcliffe, K. M. (2015). *Managing the unexpected: Sustained performance in a complex world* (3rd ed.). New York: John Wiley. ISBN 9780787996499.

2. Materials posted on the Canvas system: Access Canvas at <http://learn.ou.edu>; enter your OU NetID (4+4) and password, and select course to access material. Please contact your local Site Director if you require assistance.

Recommended/Optional Background Reading, *Not* Required

- Corman, S. R., & Poole, M. S. (Eds.). (2000). *Perspectives on organizational communication: Finding common ground*. New York: Guilford Press.
- Giddens, A. (1979). *Central problems in social theory: Action, structure, and contradiction in social analysis*. Berkeley, CA: University of California Press.
- Jablin, F. M., & Putnam, L. L. (Eds.). (2001). *The new handbook of organizational communication: Advances in theory, research, and methods*. Thousand Oaks, CA: Sage.
- Keyton, J. (2005). *Communication and organizational culture: A key to understanding work experiences*. Thousand Oaks, CA: Sage.
- Weick, K. E. (2001). *Making sense of the organization*. Malden, MA: Blackwell.

Course Objectives:

At the conclusion of the course, students will:

- have developed a thorough understanding of the importance of communication in the organization
- be familiar with several contemporary theories in the field of organizational communication
- recognize how their own communication can influence the effectiveness of their organization; and
- have developed additional knowledge in a chosen area in contemporary organizational communication research.

Assignments, Grading and Due Dates:

Students are expected to participate in all class discussions. Effective participation is judged by the informed comments provided by students as well as by the intelligence and insight advanced by the questions and issues that students develop from readings.

Short Writes

In order to encourage active analysis and discussion of class readings, students will choose any **four** questions from the “SHORT-WRITE QUESTION PROMPTS” to answer in 1-2 page, provocative, and insightful essays.

Research Presentation

Students will be assigned to present the empirical findings of one research report. Approved articles will be located in a folder on the Canvas site. Presentations should be facilitated by a handout that includes a description of at least: (a) the research objective, (b) the method (if present), (c) the results, and (d) how these findings might relate to other course material.

Discussion Leader

Each student will facilitate discussion during a class period.

Exam

A comprehensive exam will be administered during part of the last class session (3 hours). Essay questions will be derived from readings, lectures, and class discussion.

Case Study Analysis

Students can select a case, use Weick (1990) or (1993), or develop a case from personal workplace experiences, as the basis for their analysis. In the analysis, students will apply two thematic areas from the course as a means of describing and explaining why communication problems arise and offer grounded and educated communication recommendations for their remedy. All case study analyses will ultimately

answer the question: Who should [have said] say what to whom, when? Why? Case study analyses are due December 8 via Canvas dropbox.

Grading:

This is a letter-graded course: A, B, C, D, or F.

Point Distribution and Due Dates Of Graded Assignments:

Assignment	Percent of Total	Due Date
Short Writes	5% * 4 = 20%	Nov. 18-23
Research Presentation	10%	Nov. 18-23
Discussion Leader	10%	Nov. 18-23
Exam	30%	Nov. 24
Case Analysis	30%	December 8
Total	100%	N/A

Notice: Failure to meet assignment due dates could result in a grade of I (Incomplete) and may adversely impact Tuition Assistance and/or Financial Aid.

POLICIES AND NOTICES

Attendance/Grade Policy

Attendance and participation in interaction, individual assignments, group exercises, simulations, role playing, etc. are valuable aspects of any course because much of the learning comes from discussions in class with other students. It is expected that you attend all classes and be on time except for excused emergencies.

Excused absences are given for professor mandated activities or legally required activities such as emergencies or military assignments. It is the policy of the University to excuse absences of students that result from religious observances and to provide without penalty for the rescheduling of examinations and additional required class work that may fall on religious holidays. Unavoidable personal emergencies, including (but not limited to) serious illness; delays in getting to class because of accidents, etc.; deaths and funerals, and hazardous road conditions will be excused.

If you are obtaining financial assistance (TA, STAP, FA, VA, Scholarship, etc.) to pay all or part of your tuition cost, you must follow your funding agency/institution's policy regarding "I" (Incomplete) grades unless the timeline is longer than what the University policy allows then you must adhere to the University policy. Students who receive Financial Aid must resolve/complete any "I" (Incomplete) grades by the end of the term or he/she may be placed on "financial aid probation." If the "I" grade is not resolved/completed by the end of the following term, the student's Financial Aid may be suspended making the student ineligible for further Financial Aid.

Students are responsible for meeting the guidelines of Tuition Assistance and Veterans Assistance. See the education counselor at your local education center for a complete description of your TA or VA requirements.

Academic Integrity and Student Conduct

Academic integrity means honesty and responsibility in scholarship. Academic assignments exist to help students learn; grades exist to show how fully this goal is attained. Therefore all work and all grades should result from the student's own understanding and effort.

Academic misconduct is any act which improperly affects the evaluation of a student's academic performance or achievement. Misconduct occurs when the student either knows or reasonably should know that the act constitutes misconduct. Academic misconduct includes: cheating and using unauthorized materials on examinations and other assignments; improper collaboration, submitting the same assignment for different classes (self-plagiarism); fabrication, forgery, alteration of documents, lying, etc...in order to obtain an academic advantage; assisting others in academic misconduct; attempting to commit academic misconduct; destruction of property, hacking, etc...; intimidation and interference with integrity process; and plagiarism. All students should review the Student's Guide to Academic Integrity at http://integrity.ou.edu/students_guide.html

Students and faculty each have responsibility for maintaining an appropriate learning environment. All students should review policies regarding student conduct at <http://studentconduct.ou.edu/>

Accommodation Statement

The University of Oklahoma is committed to making its activities as accessible as possible. For accommodations on the basis of disability, please contact your local OU Site Director.

Adjustment for Pregnancy/Childbirth-Related Issues

Should you need modifications or adjustments to your course requirements because of documented pregnancy-related or childbirth-related issues, please contact me as soon as possible to discuss. Generally, modifications will be made where medically necessary and similar in scope to accommodations based on temporary disability. Please see <http://www.ou.edu/content/eoo/faqs/pregnancy-faqs.html>.

Title IX Resources

For any concerns regarding gender-based discrimination, sexual harassment, sexual misconduct, stalking, or intimate partner violence, the University offers a variety of resources, including advocates on-call 24/7, counseling services, mutual no-contact orders, scheduling adjustments, and disciplinary sanctions against the perpetrator. Please contact the Sexual Misconduct Office at smo@ou.edu or (405) 325-2215 (8-5), or the Sexual Assault Response Team at (405) 615 -0013 (24/7) to report an incident. To learn more about Title IX, please visit the Institutional Equity Office's website at <http://www.ou.edu/content/eoo.html>

Course Policies

Advanced Programs policy is to order books in paperback if available. Courses, dates, and professors are subject to change. Please check with your OU Site Director. Students should retain a copy of any assignments that are mailed to the professor for the course. Advanced Programs does not provide duplicating services or office supplies.

Any and all course materials, syllabus, lessons, lectures, etc. are the property of professor teaching the course and the Board of Regents of the University of Oklahoma and are protected under applicable copyright.

For more information about Advanced Programs, visit our website at: <http://www.goou.ou.edu/>

INSTRUCTOR VITA

Ryan S. Bisel, Ph.D.

Education

- Ph.D. Organizational Communication, University of Kansas, Lawrence KS
- M.A. Organizational Communication, University of Kansas, Lawrence, KS
- B.A. Organizational Communication, William Jewell College, Liberty, MO

Current Positions

Professor of Organizational Communication, University of Oklahoma, Norman, OK

Frequently Taught Advanced Programs Courses

- 2113 Business and Professional Communication
- 3683 Organizational Communication
- 3223 Small Group Communication
- 356 Research Methods in Communication
- 5333 Organizational Communication
- 5683 Organizational Communication for Leaders
- 5810 Communicative theory of the Firm

Major Areas of Teaching and Research Interest

- Leadership communication
- Organizational communication
- Team facilitation
- Organizational culture change
- Behavioral ethics in the workplace

Representative Publications:

- Bisel, R. S. (2018). *Organizational Moral Learning: A Communication Approach*. New York: Routledge.
- Bisel, R. S., & Adame, E. A. (2019). Encouraging upward ethical dissent in organizations: The role of deference to embodied expertise. *Management Communication Quarterly*, 33, 139-159.
- Bisel, R. S., Kramer, M. W., & Banas, J. A. (2017). Scaling up to institutional entrepreneurship: A life history of an elite training gymnastics organization. *Human Relations*, 70, 410-435.
- Zanin, A. C., Bisel, R. S., & Adame, E. N. (2016). Supervisor moral talk contagion and trust-in-supervisor: Mitigating the workplace moral mum effect. *Management Communication Quarterly*, 30, 147-163.
- Bisel, R. S., Messersmith, A. S., & Kelley, K. M. (2012). Supervisor-subordinate communication: Hierarchical mum effect meets organizational learning. *Journal of Business Communication*, 49, 128-147.
- Bisel, R. S., Kelley, K. M., Ploeger, N. A., & Messersmith, J. (2011). Workers' moral mum effect: On facework and organizational ethics. *Communication Studies*, 62, 153-170.
- Bisel, R. S., & Barge, J. K. (2011). Discursive positioning and planned change in organizations. *Human Relations*, 64, 257-283.