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MDIA5022

Corporate and Interpersonal Communication

Term Three // 2020

Course Overview

Staff Contact Details

Convenors

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School Contact Information

School of the Arts and Media

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The School of the Arts and Media would like to Respectfully Acknowledge the Traditional Custodians, the Bedegal (Kensington campus), Gadigal (City and Art & Design Campuses) and the Ngunnawal people (Australian Defence Force Academy in Canberra) of the lands where each campus of UNSW is located.

Course Details

Credit Points 6

Summary of the Course

Professional organizational communication is underpinned by the ability to form positive relationships and navigate differences in the workplace. While we often assume that business communication is a rational process, workplaces are also impacted on by emotions that employees carry with them. While issues of language, culture and emotion underpin all interpersonal communication, students in this course are particularly encouraged to apply theories, concepts and ideas of interpersonal communication to issues, challenges, and opportunities in corporate and other organizational contexts. The course will focus on application of interpersonal communication concepts and processes to organizational contexts, opportunities, challenges and issues. Key topics in this course include organizational communication and discourse, negotiation, persuasion, advocacy, managing change, valuing diversity, ethical decision-making and conflict resolution.

Course Learning Outcomes

1. Apply interpersonal communication concepts and processes to organisational contexts and problems
2. Demonstrate knowledge of organisational communication concepts
3. Apply negotiation and persuasion skills, and theories of managing change
4. Examine the importance of valuing diversity, ethical decision making and conflict resolution

Teaching Strategies

Teaching Strategies:

Corporate and Interpersonal Communication is designed to encourage and challenge you to reflect on and improve your own communication practice.

The course is delivered in a seminar form, where discussions, analysis and application of key concepts and recent research findings are used to develop a deeper understanding of strategic communication. The subject is designed around a mix of activities to build participants' interest and learning. The two hour class period each week will include:

- a section on key principles, which will introduce the relevant concepts and theory of corporate and interpersonal communication.
- a series of discussions and activities aimed at applying the key principles.

To obtain the full benefits from this course, students are encouraged to extend yourself beyond their comfort zone. That means actively participating in the conversations and discussions in class as both a listener and speaker, being open to and willing to contemplate a range of perspectives and try new ways of communicating, reflecting deeply on their own communication strengths and weaknesses, and being willing to give constructive feedback to others in order foster positive and effective communication, particularly in diverse, team-based, work-related contexts. We hope that students will feel that this course offers a safe environment to try out new styles of communication which they may later apply in the work place.

Students are asked to reflect on the set readings before each class, and bring their questions and ideas about the readings based on their own unique experiences to each class.

Assessment

Assessment Tasks

Assessment task	Weight	Due Date	Student Learning Outcomes Assessed
In-Class Exam	30%	Not Applicable	1,2,3,4
Group presentation and report	30%	Not Applicable	1,2
Research Paper	40%	Not Applicable	1,2,3,4

Assessment Details

Assessment 1: In-Class Exam

Start date: Not Applicable

Details:

Essay-based in-class exam. Questions will be provided ahead of time; questions which students will answer in the exam will be randomly selected on the day of the exam.

Written feedback provided on exams, which will be returned to students.

Additional details:

The exam will be a face-to-face exam, given via Zoom, etc.

Turnitin setting: This is not a Turnitin assignment

Assessment 2: Group presentation and report

Start date: Not Applicable

Details:

Group assessment of 4 students. 20-25 minute presentation. 1500 word report.

Written feedback provided via Turnitin.

Additional details:

The assessments (presentations) will take place throughout the semester.

Assessment 3: Research Paper

Start date:

Length: 2,500+ words

Details:

2500 words for written reflection. This is the final assessment task.

Written feedback provided via Turnitin.

Turnitin setting: This assignment is submitted through Turnitin and students can see Turnitin similarity reports.

Resources

Prescribed Resources

See syllabus. Will be provided.

Recommended Resources

Not available

Course Evaluation and Development

Through the mandated formula that already exists. And via informal conversations.

Submission of Assessment Tasks

Turnitin Submission

If you encounter a problem when attempting to submit your assignment through Turnitin, please telephone External Support on 9385 3331 or email them on externalteltsupport@unsw.edu.au . Support hours are 8:00am – 10:00pm on weekdays and 9:00am – 5:00pm on weekends (365 days a year). If you are unable to submit your assignment due to a fault with Turnitin you may apply for an extension, but you must retain your ticket number from External Support (along with any other relevant documents) to include as evidence to support your extension application. If you email External Support you will automatically receive a ticket number, but if you telephone you will need to specifically ask for one. Turnitin also provides updates on their system status on Twitter.

Generally, assessment tasks must be submitted electronically via either Turnitin or a Moodle assignment. In instances where this is not possible, it will be stated on your course's Moodle site with alternative submission details.

For information on how to submit assignments online via Moodle: <https://student.unsw.edu.au/how-submit-assignment-moodle>

Academic Honesty and Plagiarism

Plagiarism is using the words or ideas of others and presenting them as your own. It can take many forms, from deliberate cheating to accidentally copying from a source without acknowledgement.

UNSW groups plagiarism into the following categories:

Copying: using the same or very similar words to the original text or idea without acknowledging the source or using quotation marks. This also applies to images, art and design projects, as well as presentations where someone presents another's ideas or words without credit.

Inappropriate paraphrasing: Changing a few words and phrases while mostly retaining the original structure and/or progression of ideas of the original, and information without acknowledgement. This also applies in presentations where someone paraphrases another's ideas or words without credit and to piecing together quotes and paraphrases into a new whole, without appropriate referencing.

Collusion: working with others but passing off the work as a person's individual work. Collusion also includes providing your work to another student before the due date, or for the purpose of them plagiarising at any time, paying another person to perform an academic task, stealing or acquiring another person's academic work and copying it, offering to complete another person's work or seeking payment for completing academic work.

Inappropriate citation: Citing sources which have not been read, without acknowledging the "secondary" source from which knowledge of them has been obtained.

Duplication ("self-plagiarism"): submitting your own work, in whole or in part, where it has previously been prepared or submitted for another assessment or course at UNSW or another university.

Correct referencing practices:

- Paraphrasing, summarising, essay writing and time management
- Appropriate use of and attribution for a range of materials including text, images, formulae and concepts.

Individual assistance is available on request from The Learning Centre (<http://www.lc.unsw.edu.au/>). Students are also reminded that careful time management is an important part of study and one of the identified causes of plagiarism is poor time management. Students should allow sufficient time for research, drafting and proper referencing of sources in preparing all assessment items.

UNSW Library also has the ELISE tool available to assist you with your study at UNSW. ELISE is designed to introduce new students to studying at UNSW but it can also be a great refresher during your study.

Completing the ELISE tutorial and quiz will enable you to:

- analyse topics, plan responses and organise research for academic writing and other assessment tasks
- effectively and efficiently find appropriate information sources and evaluate relevance to your needs
- use and manage information effectively to accomplish a specific purpose
- better manage your time

- understand your rights and responsibilities as a student at UNSW
- be aware of plagiarism, copyright, UNSW Student Code of Conduct and Acceptable Use of UNSW ICT Resources Policy
- be aware of the standards of behaviour expected of everyone in the UNSW community
- locate services and information about UNSW and UNSW Library

Some of these areas will be familiar to you, others will be new. Gaining a solid understanding of all the related aspects of ELISE will help you make the most of your studies at UNSW.

<http://subjectguides.library.unsw.edu.au/elise/aboutelise>

Academic Information

For essential student information relating to:

- requests for extension;
- late submissions guidelines;
- review of marks;
- UNSW Health and Safety policies;
- examination procedures;
- special consideration in the event of illness or misadventure;
- student equity and disability;
- and other essential academic information, see

<https://www.arts.unsw.edu.au/current-students/academic-information/protocols-guidelines/>

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Acknowledgement of Country

We acknowledge the Bedegal people who are the traditional custodians of the lands on which UNSW Kensington campus is located.