

**CMST 4350 Communication in the
Workplace**

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DEPARTMENT SYLLABI

Use this link to access the syllabi for all Department of Communication courses

[https://www.uttyler.edu/communication/syllabi/Links to an external site.](https://www.uttyler.edu/communication/syllabi/Links%20to%20an%20external%20site)

COURSE DESCRIPTION

This course focuses on how communication functions in real workplace settings. Students will examine how communication shapes leadership, teamwork, decision-making, and professional relationships across organizations. Emphasis is placed on applying communication theory to practical workplace situations such as collaboration, conflict, persuasion, and problem-solving. By the end of the course, students will develop professional communication strategies they can use in leadership and followership roles across a variety of careers.

STUDENT LEARNING OUTCOMES

A. Professional Communication

- Write clear, concise, and professional workplace messages.
- Communicate effectively in formal and informal organizational settings.
- Adapt tone, style, and language for professional audiences.

B. Communication Theory & Application

- Apply communication theory to workplace scenarios.
- Use theoretical frameworks to analyze organizational communication challenges.
- Translate communication concepts into practical professional strategies.

C. Leadership & Team Communication

- Demonstrate effective communication in leadership and followership roles.

- Collaborate productively within teams and group settings.
- Use communication strategies to support group problem-solving and decision-making.

D. Interpersonal & Organizational Communication

- Navigate interpersonal communication in professional environments.
- Analyze communication dynamics within organizational systems.
- Respond effectively to conflict, feedback, and power relationships.

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REQUIRED TEXTBOOK

Required: Library Access

- Workplace Communication: Promoting Workplace Wellbeing and Interpersonal Relationships in Multicultural Contexts by Joanna Crossman
 - ISBN: 9780429318948
 - Publication Date: 2022-06-29
- Workplace Communication by Leena Mikkola (Editor); Maarit Valo (Editor)
 - ISBN: 9780429591419
 - Publication Date: 2019-11-14

Optional Certificate (Encouraged / Will replace one Quiz)

- Coursera Certificate Improving Communication Skills Instructor: Maurice Schweitzer
 - <https://www.coursera.org/learn/wharton-communication-skills#modules>

GRADED COURSE REQUIREMENTS INFORMATION

- **Quizzes (80% of total grade)**

Quizzes assess students' understanding of workplace communication concepts presented in course readings and lectures. Quizzes focus on key terminology, theoretical frameworks, and applied communication principles relevant to professional and organizational settings.

- **Final Communication Project (20% of total grade)**

The Final Communication Project requires students to apply course concepts to a realistic workplace scenario. Students will analyze a professional communication situation and create a structured presentation that demonstrates effective communication strategies, problem-solving, and professional judgment.

- **Assignments Points Percentage of Final Grade**

- Quiz 400 points 80 %
- Final Presentation 100 points 20%
- Total 500 points 100%

Basic Requirements

The course requires that you have access to a reliable computer and internet connection.

You may have to go off campus to gather information for some writing assignments. You will need the Associated Press Stylebook.

Other:

- Device to complete course requirements – computer, tablet, phone, etc. capable of playing lecture videos, accessing Canvas and email, downloading or viewing media content, accessing media content, and typing assignments for submission in the appropriate format (no screenshots of notes from your phone, PDFs, etc. are permitted).
- Microsoft Office or other word processing software that allows exporting to .DOC/.DOCX (many word processors will export to this Microsoft Word format).

- Internet access – this is an online course so you must be able to get online to complete the requirements. It is an asynchronous course, however, and you will not be attending Zoom lectures, so it does not matter where you access the course from.

Communication

If you have a question, concern or just want to talk about something related to class, call or send me a text at **903-780-5813**. I will get back to you as soon as possible.

- You can also send me an email.
- Check the Announcements tab of Canvas.
- If there is any valid reason that you cannot turn in work on time, contact me.

Completing Work on Time

Assignments are posted in Canvas and each has a deadline. Missing a deadline results in a deduction. Those who miss an assignment without an excused absence may not get the opportunity to make up the assignment.

Rights of Pregnant and Parenting Students

Academic Honesty

The University's academy honesty policies apply. You, and only you, must do the work that you submit. Academic misconduct includes, but is not limited to, cheating, unattributed use of others' work (including test and paper "banks"), disruption of class, and discourtesy to, or harassment of, other students or your instructor. Anyone caught cheating will earn a "0" for that assignment and will be subject to academic and disciplinary action.

Plagiarism

Plagiarism includes but is not limited to, the appropriation, buying, receiving as a gift, or obtaining by any means another's work and the submission of it as one's own academic work offered for credit. Students caught plagiarizing will fail the assignment, may fail this class and will be subject to academic and disciplinary action. Go here for

<http://www.uttyler.edu/judicialaffairs/scholasticdishonesty.php> (Links to an external site.)Links to an external site.

UT Tyler's Statement on AI

UT Tyler is committed to exploring and using artificial intelligence (AI) tools as appropriate for the discipline and task undertaken. We encourage discussing AI tools' ethical, societal, philosophical, and disciplinary implications. All uses of AI should be acknowledged as this aligns with our commitment to honor and integrity, as noted in UT Tyler's Honor Code. Faculty and

students must not use protected information, data, or copyrighted materials when using any AI tool. Additionally, users should be aware that AI tools rely on predictive models to generate content that may appear correct but is sometimes shown to be incomplete, inaccurate, taken without attribution from other sources, and/or biased. Consequently, an AI tool should not be considered a substitute for traditional approaches to research. You are ultimately responsible for the quality and content of the information you submit. Misusing AI tools that violate the guidelines specified for this course is considered a breach of academic integrity. The student will be subject to disciplinary actions as outlined in UT Tyler's Academic Integrity Policy. Refer to the About This Course section of the UT Tyler Syllabus Module for specific information on appropriate use of AI in your course(s).

Each assignment has a posted value and information on the purpose of the assignment and how the grade is determined. If there is confusion on how to carry out the assignment, call or text me at **903-780-5813** BEFORE you do the assignment.

Grading Scale

Your final grade is determined by the points you have acquired as a percentage of the total points available.

- A: 90-100%
- B: 80-89%
- C: 70-79%
- D: 60-69%
- F: 59% and below

Check Canvas frequently for the status of your grade. You will not be given an opportunity to do extra work to improve your grade.

LATE WORK AND MAKEUP EXAMS

There will be a deduction for work that is turned in late -- typically 50%, but sometimes 100%. All assignments will have a posted due date. Work can be made up in cases of illness and emergencies. All I ask is that you be honest.

ATTENDANCE POLICY

- A. This course is an asynchronous, online course. This means that we will not have scheduled meeting times each week, but you are required to log into Canvas throughout the semester. If you have not spent time on Canvas before the census date (March 6), your attendance will be recorded as “not attended.” Additionally, you are required to complete the course requirements according to the schedule provided. This includes watching lecture videos, reading textbook chapters, and completing assignments by the listed due dates.

CALENDAR

Census Date: The census date for the semester is March 6. This is the final date for many enrollment-related actions, including adding new courses, changing sections, or dropping courses without incurring grades of “W” or “Q”. Census is also the second drop for non-payment date each academic session. See the Office of the Registrar website for additional details.

Final exam: There is no final exam given in this course.

Week by Week: Here is the week-by-week rundown of what will be covered. Sometimes circumstances require scheduling changes. Any changes will be posted in Canvas.

Most units include a PowerPoint presentation and supplemental readings/videos in Canvas. Due dates for all assignments are included as part of the assignment. Some assignments are done in class and others are homework. Dates are subject to change.

Syllabus subject to revision. Revised Jan 2026 C M S T 4350

Course Schedule

Week 1:

- Getting Started Quiz (Syllabus + Getting Started in Canvas)
- Introductory Activity: “What does effective communication look like to you?”
- Attendance Response
- Due: Week 1 by 11:59 PM
- Homework: Read Book 1, Part 1 (Chapters 1–4)
- Watch Lecture Videos on Part 1 topics

Week 2:

- Quiz: Book 1, Part 1 (Chapters 1–4)
- Thursday Think Tank 1: Communication Style (Participation Grade)
- Due: Week 2 by 11:59 PM
- Homework: Read Book 1, Part 3 (Chapters 9–13)
- Watch Lectures on Part 3 topics

Week 3:

- Quiz: Book 1, Part 3 (Chapters 9–13)
- Thursday Think Tank 2: Emotional Intelligence (Participation Grade)
- Week 3 by 11:59 PM
- Homework: Read Book 2 (Chapters 2, 3, 4) & (Chapters 7 & 10)
- Watch Lectures on Book 2 topics

Week 4:

- Quiz: Book 2, Red Book 2 (Chapters 2, 3, 4) & (Chapters 7 & 10)
- Optional: Coursera Certificate Discussion
- Due: Week 4 by 11:59 PM
- Homework: Watch Lectures on Book 2 topics

Week 5:

- Assign Final Presentation Project – Part 1: Responses to Steps 1 & 2
- Due: Week 5 by 11:59 PM

Week 6:

- Final Presentation Project – Part 2: Responses to Steps 3–6
- Coursera Certificate Q&A Discussion (if applicable)
- May begin submitting Part 2: PowerPoint and Word Document

Week 7:

- Final Communication Project Submission (with final revisions)

- Submit Coursera Certificate (if applicable)
- Final Due Date: Week 7 by 11:59 PM (May submit from Week 6-7)

