MC-834   Organizational Communication

Course Objectives

The course will provide students an intensive examination of historical and contemporary theoretical approaches and empirical research in organizational dynamics. Attention primarily focused on how the institutionalized collective effects and is affected by their social systems. Overarching theories of how communication within the organizations will be discussed and students will be asked to use these theories in organizations and the conflicts that take place within them. Main focus will be on developing skills to enhance students' ability to effectively communicate, resolve conflicts and to identify communication network, leadership and communication crisis within organizational context.

Learning Outcomes

By the end of this course students will be able to:

- Become familiar with the history and development of organizational and organizational communication theories.
- Apply those theories to specific communication problems and situations in class exercises and case studies.
- Identify and apply several epistemologies in the investigation of a variety of organizational communication problems.
- Conduct original research investigating organizational communication problems. Students will be able to organize the extant literature, speculate about the relationship among organizational communication variables, and write a coherent proposal for a "future" research project.

Course Contents

Introduction

- Definition of organization.
- Definition of organizational communication.
- Evolution of organizational theories

Understanding individuals in organizations

- Understanding the process of communication.
- Understanding the process of perception.
- Understanding the process of motivation.

Group Communication in Organizations

- Group communication and group dynamics in organizations.

Communication Network

- Formal communication in organizations.
- Informal communication in organizations.

Leadership and Communication in Organizations

- Leadership studies and theories.
- Leadership skills for managers.

Organizational Change and Diversity

- Managing organizational change and development with strategic planning.

Public Communication in Organizations

- Types of public communication
- Elements of public communication

Crisis Communication in Organizations

- Cases of crisis communication.
- Steps of effective crisis communication.

Conflict in Organizations

- Types of conflict in organizations.
- Conflict resolution strategies.

Communication Technology in Organizations

- Theory and application of communication technology at the workplace **.**

References

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