

MBA 5235 (20FQ): Professional and Interpersonal Communication
Ruppert

Course syllabus and calendar

“Human communication is not just a transfer of information like two fax machines connected with a wire; it is a series of alternating displays of behavior by sensitive, scheming, second-guessing, social animals.” (Steven Pinker)

So let’s be smart about it.

Together we’ll explore the difference between the face value of words and the pragmatic effects of communication. We’ll identify practical elements of style and organization in routine message channels and content so that you move confidently from common practice to best practice in communicating with others at work—and so that you can get tasks done while nurturing relationships in the process.

General information

MBA 5235-01	MBA 5235-02
Fall Quarter 2020	Fall Quarter 2020
Hybrid	Hybrid

Your professor:
Bryan Ruppert, Ph.D.
PIGT 403 | Tel. (206) 296-2827 | Email ruppertb@seattleu.edu

Emails received before 3 p.m. on business days will generally receive a reply the same day. Emails received after 3 p.m. may receive a reply the following business day. Please be sure to use your SU email address—emails from private accounts often land in the junk folder (and isn’t found for months) and messages within Canvas are rarely seen since my preparation of the site is complete by the first day of class.

Description and learning outcomes

This course has two aims: (1) to distinguish between face-value language, on the one hand, and the effects of messages, on the other, and (2) to move from common practice to best practice in the crafting of routine messages to get tasks done while nurturing relationships.

On successful completion of this course (that is, achieving a passing grade), you will have created a portfolio of routine business messages appropriate to your professional context that exhibit best practice and explain why they do so.

Textbook and materials

We have no required book.

Assignment

You'll have only one assignment for this one-credit class, and it will be in the form of a portfolio where you choose writing and analysis tasks from a list. Please see the Canvas site for details.

Grading

A (Superior)	93-100%	D+ (Poor)	67-69%
A- (Superior)	90-92%	D (Poor)	63-66%
B+ (Good)	87-89%	D- (Poor)	60-62%
B (Good)	83-86%	F (Fail)	0-59%
B- (Good)	80-82%		
C+ (Adequate)	77-79%		
C (Adequate)	73-76%		
C- (Adequate)	70-72%		

Additional notes

Please see Canvas for formal policies on

- Academic integrity
- Disabilities
- Professionalism and participation
- Religious accommodations
- Syllabus changes
- Technology
- Title IX
- Workload

Those policies are part of this syllabus but placed on Canvas to conserve paper.

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Course calendar

Mon., Sep. 14	TOPICS	Optional meeting to discuss your questions about the material in the audiocasts uploaded to Canvas on: A case for business linguistics? Speech acts Politeness theory
Intervening weeks	TOPICS	Directed study on the following topics: Message planning Email protocol Routine content
Mon., Oct. 12	DUE	Portfolio (no class): Please upload your portfolio assignment to Canvas by 6 p.m.

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Course calendar

Tue., Sep. 15	TOPICS	Optional meeting to discuss your questions about the material in the audiocasts uploaded to Canvas on: A case for business linguistics? Speech acts Politeness theory
Intervening weeks	TOPICS	Directed study on the following topics: Message planning Email protocol Routine content
Tue., Oct. 13	DUE	Portfolio (no class): Please upload your portfolio assignment to Canvas by 6 p.m.
