Course Description

MGMT 3260. Managerial Communication. (3) Prerequisites: MGMT 3140 with a grade of C or above and COMM 3160. An examination of the roles of communication networks and strategies in managerial decision making. Emphasis on the role of the communication skills in managing change, organizational conflict, and corporate cultures. Cases will be used to analyze and address specific management problems. (Fall, Spring)

COURSE OBJECTIVES

At the completion of this course you should be able to:

1. To increase your awareness of the importance and value of effective communication practices in organizations.
2. Write clearly, concisely, and convincingly.
3. Create impressive formal presentations that are delivered with confidence and poise.
4. Listen and give and receive feedback effectively.
5. Identify and adjust to the ethical aspects of corporate communications.
6. Understand and negotiate the differences in communication between you and people from other backgrounds.
7. Improve your understanding of the dynamics of group communication.
8. Explore the nature of conflict in organizations and identify strategies for managing it.

Be prepared to be able to demonstrate these objectives in class, on teams and recall these in a quiz or on a test.

Required Text Books

Textbook 1: Communicating for Managerial Effectiveness 5th
Author Phillip G. Clampitt
ISBN 978-1-4129-9204-6 Copyright 2013

Textbook 2: Successful Writing at Work 9th
Author Philip C. Kolin

Textbook 3: Guide to Business Etiquette 2nd
Author Cook, Roy and Gwen Copyright 2011
ISBN 978-0-1370-7504-1

Recommended Materials

- Dictionary, thesaurus, a grammar guide, and the Publication Manual of the American Psychological Association. All can be found electronically through the UNCC Charlotte library.
- UNCC Email (familiarity with how to using attachments)
- Conservative business casual attire for class presentation
- A calendar you carry with you and bring to class
- A hard copy of this syllabus retrieved from the UNCC website: http://www.belkcollege.uncc.edu/

Professor Kane’s Office Hours

Tuesday 3:15-4:00 p.m.       Wednesday 4:30-5:45 p.m.
Thursday 12:45-1:30 p.m.
Friday 12:30-1:30; 4:45- 6:45 p.m.   And by appointment

To respect your time and to accommodate your schedule I will return your voice mail and email messages during the semester generally within 24 hours, 7-days a week including weekends while the term is in session.

Please, call on me when you have questions or need assistance.
I am available to help you; please contact me.

Note: Email is effective for short, concrete messages, and closed-ended questions. However, live conversations by phone or in person are the most effective and generally preferred for questions that are more effectively answered with interaction, feedback and clarification of the question. Your calls are always welcome.

Management (MGMT)

The study of Management focuses on how individuals and groups function within organizations and how organizations interact with their environment. Managers plan, organize, lead, and control resources to achieve organizational objectives through people. Students learn the fundamental concepts of: teamwork, leadership, communication and ethics. Career opportunities include: Business Analyst, Consultant, Entrepreneur, Personnel Manager, Project Manager, Purchasing Agent, Recruiter, Restaurant/Hotel Manager, Sales Manager, and Securities Trader.
Record your scores

<table>
<thead>
<tr>
<th>Course Grade Components</th>
<th>Points</th>
<th>%</th>
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</table>
| Exam I                                                       | 100    | 20%
| Cases (individual work 4 (25 points each))                  | 100    | 20%
| Case presentation                                           | 25     | 5%
| Exam II                                                     | 100    | 20%
| Team Case Analysis & Presentation *                         | 100    | 20%
| Professional Image                                          | 25     | 5%
| Exam III                                                    | 50     | 10%
|                                                            | 500    | 100%

* The evaluations from your team members regarding your efforts on the Team Project will play a part in this score, too, up to 50% of your grade. Social loafing will not be tolerated. Teams will be given the latitude to recommend reduction a team member's grade for poor performance as defined by the team's stated policy. Teams will also be able to recommend to the professor elimination of a team member from a team for poor performance-if this happens the professor intends to support the team decision.

Your notes

[Resources Available to you, free of further cost (Your tuition and fees already paid for these services; use them often.)]

University Center for Academic Excellence: At, http://ucae.uncc.edu/ucae/ucae_aboutus.html, or the 3rd floor of the Fretwell building, you will find, “The UCAE consists of six units working in conjunction to attain a singular objective - to provide services, programs, materials, and academic support for students in order to satisfy, retain, and graduate them. Our units are: Tutorial Services, Supplemental Instruction, Building Educational Strengths & Talents (B.E.S.T.), Structured Study Groups, The Learning Lab, Students Obtaining Success (S.O.S.).”

UNC Charlotte Writing Resource Center: At, http://wrc.uncc.edu/, or at Fretwell 220 and Atkins Library 109 you will find, “Mission: Based on the view that knowledge is fundamentally social, the WRC fosters an environment of active, collaborative learning outside the classroom. The WRC provides one-to-one writing instruction to students, faculty, and staff from first-year to graduate in any discipline. Our goal is not to fix papers, but to develop better writers.”

Counseling Center at UNC Charlotte: At, http://www.counselingcenter.uncc.edu/, or at 158 Atkins Building, the Counseling Center, “supports the academic, personal, and interpersonal development of UNC Charlotte students by providing short-term individual and group counseling, psychological assessment, consultation for faculty, staff, parents, and students, and educational programs to the campus community.” And they “assist students with concerns of a personal nature by helping them develop better coping strategies, resolve conflicts and handle crisis situations. Typical concerns are depression, anxiety and stress, relationship issues, identity development, substance use problems, eating and body image issues.”

J. Murrey Atkins Library. Business Librarian: Mrs. Nicole Spoor E-mail: dspoor1@uncc.edu Phone: 704-687-1163 Office: Atkins 138 E
Spring 2014     MGMT 3260 Managerial Communication

Week 1  F  10  ♦ Clampitt: Chapter 1 Understanding Communication as a Manager

Who are we and why must we communicate effectively?
Why is managerial communication relevant to your career, image and effectiveness—what can you do with it?

♦ Cook: Chapter 2, Creating a Powerful First Impression
♦ Bring paper, pen/pencil, calendar, textbooks.
♦ NOTE: Bring a Name plate that can be seen by the instructor

Questions of the Day:
How effective of a communicator are you? What impressions do you give to others?
How will you have to change your communication processes when you are a manager?
What specifically should you improve during this course?
Do you know your way around your textbook and their website(s) yet?

♦ At www.http://phils7questions.com/ : Read each of the questions used by critical thinkers (page xviii) and watch each video (~2-3 minutes each).
Quiz. Writing assessment in class.

Week 2  F  17  Being Clearly Understood as You Communicate with Many People
♦ Clampitt: Chapter 2 Examining Communication Approaches

♦ Master Communication Template (MCT) assignment introduced (Sept. 13)
♦ Keirsey: Four Temperament Sorter at www.Kiersey.com
  Complete online assessment (the free one); read about all four Temperaments.

♦ Cook: Chapter 3, Maintaining Business Relationships

Review:
♦ Kolin: Four Keys to Effective Writing (8-20)
♦ Kolin: 6 Characteristics of Job-Related Writing (20-27)
♦ Kolin: Successful Employees are Successful Writers (36-37)

♦ Assign Case 1 (due ______)
Writing Resource Center
• Question of the Day:
  Using specific examples, when can you use today’s topic in the workplace as a manager?

♦ Set up Teams
### Quiz 1 at end of class

**Question of the Day:** What did you add to your Master List this week and why?

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<thead>
<tr>
<th>Week 3</th>
<th>F</th>
<th>24</th>
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<tbody>
<tr>
<td><strong>Management Presentations in a Communication Strategy</strong></td>
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<tr>
<td>♦ Kolin (INDEX): presentations; presentation software; visuals</td>
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<tr>
<td>♦ Case 1 Due electronically today by 7:00 a.m., hardcopy in class.</td>
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<td>♦ Small Group project in class</td>
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**Review:**
- ♦ *Kolin: Informal Briefings* (670-671)
- ♦ *Kolin: Avoiding Run-On Sentences* (701-702)
- ♦ *Kolin: Making Subjects and Verbs Agree in Your Sentences* (702-703)
- ♦ *Kolin: Writing Sentences that Say What You Mean* (703-704)
- ♦ *Kolin: Correct Use of Pronoun References in Sentences* (704-705)
- ♦ *Kolin: Matching the Right Word with the Right Meaning* (707-710)

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<tr>
<th>Week 4</th>
<th>F</th>
<th>31</th>
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<tr>
<td>♦ Appropriate application of communication approaches to situations</td>
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<tr>
<td>♦ Questions of the Day: How does assumption play a role in using the wrong approach?</td>
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**Manager’s Communication Template (MCT): Review**
- ♦ Bring your Master Communication List; prepare to share it with the class and hand it in. |
- ♦ Presentation by some students as voted by their group. |

**Optional Review:**
- ♦ *Kolin: Telephone Etiquette* (671-673) |
- ♦ *Kolin: INDEX-feedback; pages 36; 78; 85-86; 88; 100; 307-308; 687.* |

- ♦ Questions of the Day: How do you effectively listen? How do you notice when someone has something to say (in all mediums)? How do you communicate you are open to feedback? |
- ♦ Team Project assigned |
- ♦ Library: Ms. Nicole Spoor, J. Adkins Library, Room 125 |

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<tr>
<th>Week 5</th>
<th><strong>February</strong></th>
<th>F</th>
<th>7</th>
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<tr>
<td>♦ <strong>Exam I</strong> Clampitt Chapters 1, 2, Lecture material, Kolin review, Cook</td>
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- ♦ Due: Team rules, management policy for social loafing, inferior work product, tardiness. (electronic & hard copy), date of presentation. |

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<th>Week 6</th>
<th>F</th>
<th>14</th>
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<tr>
<td>♦ Clampitt: Chapter 5, <em>Selecting and Using Communication Technologies as a Manager</em></td>
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<td>♦ Cook: Chapter 4, <em>Communication Etiquette</em>, sections 3, 4, 5, 6, 7</td>
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<td>♦ Give an example of a managerial communication situation you’ve located from a reputable source and be able to succinctly relate the article to what we’ve learned in class and offer your opinion on how you may or may not have communicated in this manner and why.</td>
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| ♦ Case 2 assigned (due ____)
| ♦ Review Exam I |
| ♦ Cook: Chapter 5, *Basic Digital Etiquette*, section 1 |

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<th>Week 7</th>
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<tr>
<td>♦ Clampitt: Chapter 4, <em>Communicating the Organizational Culture</em></td>
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| Week 8  | F 28 | ♦ Clampitt: Chapter 8 *Managing Communication: Organizational Boundaries*  
♦ Cook: Chapter 9: Cross-Cultural Etiquette  
♦ Case 2 due  
♦ Be prepared for in-class activity in small groups and a brief presentation  
Team: Project paper outline due: ___________________
| Week 9  | F 14 | **Managing Communication: Meetings, Teams**  
♦ Managing meeting communications and the people in them. (Lecture material  
♦ Cook: Chapter 8, *Successful Meetings*  
♦ Case 3 assigned: Creating organizational culture, spanning boundaries (due ___)  
♦ In class small group project: Plagiarism, management issues in your team.
| Week 10 | F 21 | ♦ **Managing conflict: How to prevent, identify, assess, address effectively**
| Week 11 | F 28 | **Exam II: Clampitt 4, 5, 6, 8, Meetings, Managing Conflict, Kolin, Cook**  
(longest of the 3 exams)  
♦ Team Report due (in hard copy and electronic copy); final PPT and handout due also on _____________________
| Week 12 | F 4  | ♦ Clampitt: Chapter 9 *Effectively Communicating Change*  
♦ Case 3 due  
♦ Case 3 presentations  
• Question of the Day: What have you learned? What has been most helpful?  
• What creates an effective managerial presentation?  
Team project: ___________________________  
Team project: ___________________________  
Team project: ___________________________
| Week 13 | F 11 | ♦ Clampitt: Chapter 7 *Providing Performance Feedback*  
♦ Case 4 assigned (performance feedback)  
♦ In-class team Case: Performance feedback to team members.  
Team project: ___________________________  
Team project: ___________________________  
Team project: ___________________________
Week 14  F  25
♦ Clampitt: Chapter 3  Scrutinizing Ethical Issues
♦ Kolin (INDEX): ethics for workplace (read all)

Learning to Listen Well (Active listening)
♦ Lecture material from Mrs. Kane
♦ Cook: Chapter 4, Communication Etiquette, sections 1, 2, 3, 4
♦ Cook: Chapter 6, Basic Business Dining Etiquette

Team project: ______________________________________________________
Team project: ______________________________________________________
Team project: ______________________________________________________

Final Exam  May  F  2
8:00-10:30 a.m.
Exam III: Clampitt, 3, 7, 9

We follow University policy regarding Final Exam scheduling. Attendance at the Final Exam class date is mandatory. Failing to be there will result in an ‘F’ Grade on Exam III and your Professional Image grade unless you have a university-scheduled final exam that conflicts (unlikely to occur).

How Our Class is Managed

This syllabus is a guide and is subject to change. Changes will be announced in class. Your attendance in class is expected. You are responsible for material covered in class. When you are absent from class obtain information missed from other students.

INSTRUCTOR PHILOSOPHY
My goal is to help you achieve life-long learning in this course. I am here to be a resource to you. I will come to each session prepared to offer you relevant material that will help you to be a clear and effective problem solver. With your help and positive participation, we will create a professional learning environment in the classroom where everyone is respected and ideas lead to meaningful discussion that will offer you valuable insight and knowledge into the issues that face today’s managers.

READ YOUR TEXTBOOKS!
You would not buy a full tank of gas for your automobile and then drive away only having put 50% of it in your automobile. Don’t leave value purchased in the form of tuition but left frivoled away. Read (not skim) your assignment well in advance of the class so you can follow, be meaningfully engaged, participate and learn for a lifetime. If you only attend lectures without reading, skim the reading material or wait until after the lecture you are leaving value you paid for unused -value you paid for in tuition and interest, too, if you are using student loans to pay for your education. A prudent student knows employers aren’t going to let you look everything up on-line for each decision you face and project they assign you on the job; they will expect you to bring knowledge, wisdom and effective skills to the workplace. If you leave that knowledge untapped while you are in college you have paid dearly for something you did not use and the student sitting beside you who did, will be much more competitive than you in the workplace.

NETWORK WITH YOUR PEERS
In this classroom there will be people with amazing experiences in life, knowledge about countries and nations and topics you presently know nothing about, and skills and abilities you can learn from. And all of this is just sitting in a chair next to you; but you will never be able to access this added-value to your course topic if you don’t get to know your classmates. I will promote activities in class that will help ‘break the ice’ but it is really up to each of you to make the time in my class a fully enriching experience. Make each class day count: talk to your neighbor and move around the class during the semester. Introduce yourself to other students, get to know them, and let them get to know you. In the global workplace you will soon become a part of you will be glad you learned networking skills and the added understanding it offers you.

DISABILITY
If you have a disability that qualifies you for academic accommodations, please provide a letter of accommodation from the Office of Disability Services in the beginning of the semester. For more information regarding accommodations, please contact the Office of Disability Services at 704-687-4355 or stop by their office in 230 Fretwell.

DIVERSITY AND INCLUSION
The Belk College of Business strives to create an inclusive academic climate in which the dignity of all individuals is respected and maintained. Therefore, we celebrate diversity that includes, but is not limited to ability/disability, age, culture, ethnicity, gender, language, race, religion, sexual orientation, and socio-economic status.

This is a learning environment in which differing opinions are often based on differing experiences, upbringing and beliefs. We can learn from each other as you prepare to be part of a global workforce; take advantage now in the classroom on in your campus experience to see all sides of an issue, meet all types of people, even if it means you must move out of your comfort zone to do so. Sometimes the best way to do this is to listen rather than speak, open your mind, observe, and consider all that you can absorb.

<table>
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<tr>
<th>CLASS POLICIES</th>
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<tbody>
<tr>
<td>1. <strong>Read assignments before class.</strong> If you do not understand concepts in the readings, please ask questions in class or contact the instructor. Reading material prior to class will allow you to absorb much more meaning from your time in class, and more value from the course overall as you prepare for your career.</td>
</tr>
<tr>
<td>2. <strong>Read the syllabus before class, and before you leave each class in preparation for the next week;</strong> it will help you identify questions you may have that will assist you in understanding how to plan well.</td>
</tr>
<tr>
<td>3. <strong>Your positive participation in class is welcome, anticipated and expected.</strong> Attending class is expected, and completing the assignments can create a base of knowledge for you to draw from for years. A significant amount of learning will occur from class discussions and information disseminated in class. Missing class will mean you miss vital information. This is a course where you can build skills to help you to be successful in your college career and in your professional pursuits.</td>
</tr>
<tr>
<td>4. <strong>No hats please, except for religious or medical purposes.</strong> Professional business etiquette applies to our classroom.</td>
</tr>
<tr>
<td>5. <strong>No Tobacco Policy.</strong> No tobacco or tools, or electronic cigarettes are to be used in class.</td>
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<tr>
<td>6. <strong>Laptops and Notebook Computer Cords:</strong> To create a safe environment for everyone, laptop computers must be run on batteries or plugged directly into an outlet at the student’s immediate seat location without crossing any walking path. Plan to rely on a battery for your laptops. No electrical cords may be placed in any walkway or walking path at any time in our classroom.</td>
</tr>
<tr>
<td>7. <strong>Electronic Communication Devices in Class.</strong> Appropriate computer use is encouraged. However, students using computers for note taking should sit in the front row, (or 2nd row if the 1st row is full). This allows the student to use the computer and the professor to interact visually unencumbered by the computer screen with the student. Should the professor feel the student is not using the computer for note taking, is disrupting others by their computer use, or if the student is not effectively participating in class processes, they will be asked to cease their use of the computer up to and including complete elimination of the computer for the remainder of the semester.</td>
</tr>
<tr>
<td>11. <strong>Cell Phones and Pager Alert:</strong> Turn off and remove cell phones and pagers from view during class. Just as it is your responsibility to safely and legally park your automobile for safekeeping during the time you are in class, the same is expected of the care you extend toward your cell phones and pagers. If your cell phone or pager makes an audible noise during class it is considered by this instructor to be an avoidable, disrespectful disruption. NEVER answer your cell phone or pager in this class. If you feel extenuating circumstances create a special exception for you, see the instructor before class time. Rare (advance) exceptions may be made. <strong>Minimum punishment for ringing cell phones: Reduced professionalism grade. Maximum: Phone confiscation.</strong></td>
</tr>
<tr>
<td>8. <strong>Format Your Email messages:</strong> Help me understand the purpose of your communication and reply to you quickly; clear subject lines, proper grammar and punctuation in your messages will help me do this and best help you get the data you need. (Text messaging codes are not acceptable.) Also remember, being courteous helps you be understood.</td>
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**Email Subject Line**  
Course/section number, topic (Example: MGMT3260 Case 1)

**Formal Grammar**  
Professional, formal grammar, spelling and punctuation is expected in all email messages to reflect the professionalism you will be expected to demonstrate in your career.
Signature Block

Your email signature block should be helpful to others trying to contact you. It is suggested you include information such as: Name, Email Address, Phone number.

Attached Files

File name: Electronic files must be named in the following format in order to receive credit:

Assignment name YourLastname YourFirstname (or team members’ last names)

Example: Case 1 Kane Cheryl

Electronic Copy (ec) versions will only be accepted in Microsoft WORD®, Excel® or PowerPoint®.

NOTE: Good communication habits formed while at the Belk College of Business will help you distinguish yourself among your peers in the business world.

5. Expect a reply from the instructor within 24 hours to voice mails and emails. If you don’t, it may mean it was not received or was accidently missed. Please, re-contact me and bring this to my attention.

6. Late Work: Assignments are due at the start of class. Late homework is not graded (exception: a documented excused absence). Late major assignments will be accepted with the following consequences: A deduction of 25% per day from the final grade (items turned in after the start of class on the due date is counted as late.

7. There are no makeup exams (unless you have a documented excused absence from the Dean of Students).

8. Academic Integrity

I will hold you to as high an academic standard as the University policies allow.

- Do not cheat in my class; the consequence/punishment will be severe.
- Do not allow others to cheat in my classes- they diminish the value of your degree. Report it.
- Do not submit others’ material cited as your own (or not cited); the punishment will be severe.
- Do not accept team members’ work if you do not fully believe it to be their work; the punishment will be severe for the whole team.
- During an exam if you have a question, raise your hand for me to assist you. DO NOT DISCUSS ANYTHING WITH ANYONE EXCEPT ME DURING AN EXAM. IF YOU DO THE CONSEQUENCES MAY BE SEVERE.

Students are responsible to know and observe the requirements of The UNC Charlotte Code of Student Academic Integrity.

This code forbids cheating, fabrication or falsification of information, multiple submissions of academic work, plagiarism, abuse of academic materials, and complicity in academic dishonesty. Any special requirements or permission regarding academic integrity in this course will be stated by the instructor, and are binding on the students.

Academic evaluations in the course include a judgment that the student's work is free from academic dishonesty of any type; and grades in this course therefore should be and will be adversely affected by academic dishonesty.

Students who violate the code can be expelled from UNC Charlotte. The normal penalty for a first offense is zero credit on the work involved and further substantial reduction of the course grade. In almost all cases, the course grade is reduced to F. Copies of the code can be obtained from the Dean of Students Office. Standards of academic integrity will be enforced in this course. Students are expected to report cases of academic dishonesty to the instructor.

The following are considered violations of the Code:

1. Use of any calculator except a 4-function calculator during quizzes or exams.
2. Use of a cell phone or any programmable device during quizzes or exams, or any time while quizzes or exams are in your possession.
3. Not having all notes put away, completely out of sight, during all quizzes and exams. (If notes are not put away, it will be assumed that the student intentionally kept the notes out with the intent of using them on the quiz or exam.)
4. Copying your or another student’s answers from any current semester course assignment.
5. Copying your or another student’s answers from any previous course assignment for this course.
6. Collaborating on any take-home assignments, cases or quizzes with anyone other than the instructor and the Writing Resource Center staff or other UNC Charlotte learning center staff.
7. Having or allowing another student to complete any on-line assignment.
8. Using a secondary on-line source for answers to assignments, cases, quizzes or exams.
9. Each group for the semester group project should work independently of all other groups.
10. Collaboration with other groups is not permitted.
11. Allowing another student to copy your work/quiz answers/exam answers - this is called “complicity” and makes you an accomplice.
12. Removing an exam from the classroom or attempting to copy the exam questions.
13. Not reporting another student that you know is cheating – another type of complicity.

Students are expected to report cases of academic dishonesty to the instructor.

9. Warning: Know what plagiarism is, and avoid it.

Each semester it seems students incur the penalty of an “F” on a major assignment grade and become subject to a grade of “F” in my courses as a result of simple sloppy and/or careless note taking and report writing. Slothfulness during research in absolutely no way resolves you from the factual outcome of plagiarism: submitting someone else’s work as your own. Insufficient citation, egregious paraphrasing, and cutting and pasting of electronic information cited but submitted without quotation marks all make you subject to severe penalties on both your work in my class and on your academic records. Don’t waste your time being sloppy, careless, or attempting to be clever in slacker-like paraphrasing; it will cost you too dearly in points, course grade, and your damaged reputation.

Anything you produce had better be your own material, or be properly cited. This includes anything you turn in: PowerPoint presentations, oral presentations, homework and written reports.

When conducting research for assignments use care to document your sources accurately. Particularly during electronic searches if you “cut and paste” information that later is turned in as your own work you have committed a violation of the UNCC Honor Code. Use care and take steps to ensure that the work you turn in is your own, not that of others. Cite your sources using APA format. Violators will be charged according to the UNCC Honor Code.

Other sources for clarification and instruction:  http://copyright.uncc.edu
http://copyright.uncc.edu/students/copyright_or_plagiarism.php

10. Final grades will be posted on the UNC Charlotte web site (www.uncc.edu).

12. Grading, scores, criteria: oral and written assignments, class participation and image
Always proofread and edit your assignments before turning them in. Prevent the unnecessary loss of points by reading your work aloud; it may help you catch errors which will save you valuable points. Your work will be graded on multiple criteria including but not limited to:

- correctly following instructions
- content and completeness
- organization (direct/indirect style)
- format requirements
- thoughtful, creative application of knowledge
- subject/verb agreement, awkward phrases, dangling expressions, tone, punctuation, grammar, conciseness, clarity, sentence/paragraph length, coherence, word choice, active/passive voice, parallelism, transitions

13. Identification: Always bring your UNC Charlotte student ID to exams. It may be required being allowed to take exams.

14. Final Exam Schedule: UNC Charlotte’s Policy may be found at: http://www.registrar.uncc.edu/calendars/exam.htm. We follow it.

15. Mid Term Grades: The UNC Charlotte Provost requires faculty to post mid term grades that are unsatisfactory at the mid term point in the semester. Our Exam I will likely be the only score available at this date; if it is lower than a ‘C’ grade I will be required to post it, which will generate a letter to you regarding your grade. I will follow university policy regarding this issue.

16. Quizzes: These may or may not be announced in advance. The material covered in them will be the reading material assigned for the class period in which the quiz is given and material covered since the last quiz. The format of questions will include true/false, multiple choice and/or short answer. No make up quizzes will be given without an excused absence from the Dean of Students’ office.

17. Homework Assignments: The assignments to be handed in must be typed in order to receive credit and will be due at the beginning of the class period. There will be a few alternative assignments to homework announced in class; they will involve
attending events on campus or in the community; these will not work for everyone, they are only an option that may or may not work for you.

18. **UNC Charlotte’s Religious Accommodation Policy will be respected and adhered to:** “UNC Charlotte must authorize a minimum of two excused absences each academic year for religious observances required by the faith of a student. UNC Charlotte must provide students the opportunity to make up any tests or other work missed due to an excused absence for a religious observance. A “Request for Religious Observances” form that must be filled out by a requesting student and submitted to the instructor for approval prior to the census date for that semester. Please refer to: [http://legal.uncc.edu/policies/ps-134.html](http://legal.uncc.edu/policies/ps-134.html).”

24. **Team Project (when part of the course):** Teams are to be selected of your own accord; I prefer not to select them for you but I will if you wish me to. Research using professional journals and current credible business literature will be required. The final product will include a high quality short paper (content) and a team presentation with a handout and visual aids for the class. Further instructions will be given in class.

25. **Tape recording** is not allowed in this class to respect the privacy of all in attendance.

26. **Exam Rules (not all inclusive):**
   
   a. If you have a question during the exam raise your hand and the instructor will come to you. **DO NOT LEAVE YOUR DESK.** If you leave your desk your exam is likely to be taken up and not returned to you for completion.
   
   b. **You should plan NOT to have to leave to use the restroom.**
   
   c. **Hats must be removed accept for religious accommodation.**
   
   d. **No electronic devices are allowed during an exam:** No large wrist watches, cell phones, etc. are allowed during the exam; leave these in your personal belongings under the desk.
   
   e. **If a calculator is needed during the exam it should be of the simplest kind:** no/limited memory, **NO internet capacity,** and prior approval is needed by the professor 24 hours in advance of the exam. **NO approvals will be granted less than 20 minutes before the exam**

27. **WEATHER**

   Weather: POLICY STATEMENT #13: CAMPUS OPERATION IN ADVERSE WEATHER OR DURING OTHER UNUSUAL CONDITIONS: The University will operate on its normal schedules unless the Chancellor (or the Vice Chancellor delegate as described herein) publicly announces otherwise. Students, faculty members, and other employees will observe normal schedules unless the University is closed or classes are cancelled by such announcement. When no formal announcement has been made that the University will be closed or classes are cancelled, but an individual student, faculty member, or other employee determines that observing the normal schedule would require hazardous travel, and acts on that determination, the following policies shall apply: a. Students may be allowed to make up the absences, at the discretion of the instructor;

   The University Police and Public Safety will be notified to activate a recorded message for inquiries regarding the status of campus weather conditions.

   Telephone number **704/687-2877;** local media sources for closing information is posted on the website cited earlier in this section. *(The entire weather policy and related media sources for information is available at: [http://www.legal.uncc.edu/policies/ps-13.html](http://www.legal.uncc.edu/policies/ps-13.html))*

   **Continued...**
### Professional Contributions and Image (behavior) Grade:

<table>
<thead>
<tr>
<th>CATEGORY/ Points:</th>
<th>5 Examples</th>
<th>3 Examples</th>
<th>1 Examples</th>
<th>0 Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respect for Others</td>
<td>All statements and/or responses were respectful and were in appropriate language. Professionalism at its best.</td>
<td>Statements and/or responses were respectful and used appropriate language, but professionalism could be polished.</td>
<td>Most statements and responses were respectful and in appropriate language, but professionalism needs some work.</td>
<td>Statements and/or responses displayed disrespect, sarcasm or belittled classmates and/or professor.</td>
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<td>Ability to work well with others</td>
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<td>Social skills</td>
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<tr>
<td>Preparedness</td>
<td>It was clearly evident to the professor that the student was prepared via assigned reading material, thoughtful discussion and/or level of questioning. If an excused absence was necessary it was excused, and the student accepted responsibility to catch up with work.</td>
<td>The professor suspects the student has prepared for class, though the student has not made it evident. The student can answer questions in depth and/or make reference to material read, if called on. Work was not exemplary and/or student did not take responsibility for material and work missed during his/her absence.</td>
<td>The student is often prepared, but not always. Work was late or low in quality.</td>
<td>The student is often unprepared or absent. Student was sometimes missing in action with no communication with the professor.</td>
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<tr>
<td>Motivation, drive</td>
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<td>Contribution beyond expected responsibilities</td>
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<tr>
<td>Listening Skills</td>
<td>Student listens when others talk, both in groups and in class. Student incorporates or builds off of the ideas of others.</td>
<td>Student listens when others talk, both in groups and in class.</td>
<td>Student does not listen when others talk, both in groups and in class.</td>
<td>Student does not listen when others talk, both in groups and in class. Student often interrupts when others speak.</td>
</tr>
<tr>
<td>Quality of Work</td>
<td>Provides work of the highest quality that reflects this student's best effort; student takes pride in the outcome.</td>
<td>Provides high quality work that often reflects this student's best effort. Usually takes pride in the outcome.</td>
<td>Provides work that occasionally needs to be checked or redone. Work reflects some effort.</td>
<td>Provides work that usually needs to be checked or redone. Work reflects very little effort</td>
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<tr>
<td>Perseverance</td>
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<td>Initiative</td>
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<td>Creativity</td>
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<td>Ethical sensitivity</td>
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<tr>
<td>Promptness</td>
<td>Student is always prompt and/or regularly attends class.</td>
<td>Student is late to class once every two weeks and/or regularly attends class.</td>
<td>Student is late to class more than once every two weeks and/or regularly attends class</td>
<td>Student is late to class more than once a week and/or has poor attendance of class</td>
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<tr>
<td>Time management</td>
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</tbody>
</table>

**NOTE: **The evaluations from your team members regarding your efforts on the Team Project will play your professional image score, too.