Syllabus for
ITM 700
Communications for IT Professionals

NOTE: This syllabus document contains the basic information for this course. The most current syllabus is available in the full course.

Prerequisites
None for this course.

Course Description
This course focuses on developing communication skills for IT professionals. Deliver effective presentations, conduct crucial conversations with stakeholders. Develop verbal and nonverbal communication skills emphasizing cultural sensitivity, diversity, and ethics. Conduct relevant research and critically evaluate information to make informed evidence-based decisions.

Course Alignment with Program Outcomes
This course addresses the following competencies and program outcomes of the Masters of Science in Information Technology Management:

Competency C: Demonstrate effective professional collaboration and soft skills appropriate for technology settings

- Demonstrate ability to effectively conduct crucial conversations
- Demonstrate ability to effectively communicate with stakeholders across the organization
- Demonstrate professional behavioral skills accounting for ethics, diversity and cultural sensitivity

Course Learning Objectives
At the end of this course, you will be able to:

1. Conduct research to make evidence-based decisions
2. Deliver effective presentations
3. Demonstrate effective interpersonal & organizational communication skills
4. Build effective IT teams
5. Communicate effectively in writing
6. Build a workplace culture of inclusivity
7. Understand IT’s role in organizational success
8. Provide critical and constructive feedback
Course Activities and Assessments

Discussion Forums: Discussion forums will focus on a question or IT scenario based on our module resources. Forum posts should be at least 250 words in length (approximately 1 page) and include citations to both our course materials and any outside sources used. You will also be expected to respond substantively to at least two peers’ posts. Discussion forums will be graded using a rubric.

Case Study Analysis: Throughout this course, you will have an opportunity to analyze a number of case studies; however, you will be required to turn in a formal analysis of one. Use our weekly readings and outside materials that you deem relevant to analyze an organizational communication issue.

Presentations: There are two required presentations for this course. The first will be delivered as your course midterm and the second as part of your final project.

Final Exam: There is no final exam in this course. In its place, you will deliver a comprehensive IT project management communications plan and accompanying presentation on a topic of your choosing.

Course Outline

The course is organized into the following modules. (Check the course calendar for due dates.)

<table>
<thead>
<tr>
<th>Module</th>
<th>Topic</th>
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<tbody>
<tr>
<td>1</td>
<td>Communication &amp; Organizations</td>
</tr>
<tr>
<td>2</td>
<td>Individuals in Organizations &amp; Workplace Relations</td>
</tr>
<tr>
<td>3</td>
<td>Fostering an Engaging and Innovative IT Culture</td>
</tr>
<tr>
<td>4</td>
<td>Communicating Effectively for Successful Project Management</td>
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<tr>
<td>5</td>
<td>Crucial Conversations and Navigating Conflict</td>
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<tr>
<td>6</td>
<td>Investing in Personnel &amp; Building Effective Teams</td>
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<tr>
<td>7</td>
<td>The Ethical Emotional Workplace</td>
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<tr>
<td>8</td>
<td>Final Presentations</td>
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Grading

Course Grading: Course work will be assessed using a variety of methods:
- Discussion forums
- Case study analysis
- Presentations
- Peer Reviews
- Midterm presentation
- Final project
Assignments | Points
--- | ---
Discussion Forum One 4 x 20=80 | 80
Discussion Forum Two 4 x 12=48 | 48
Case Study 2 x 20 = 40 | 40
Annotated Bibliography / Peer Reviews | 40
Midterm
Midterm Peer Review Conducted | 20
Midterm Peer Review – Faculty Grade of Review | 20
Midterm Presentation | 150
Final
Step 1: Interview Manager | 75
Step 2: IT Communication Plan | 135
Step 3: Peer Reviews | 70
Step 4: Learning Analysis Paper | 35
Total Points | 713

There are a total of 713 points available in this class (points are subject to change).

**Grading Scale:**

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Percentage Range</th>
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<tbody>
<tr>
<td>A</td>
<td>97-100</td>
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<tr>
<td>A-</td>
<td>94-96</td>
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<tr>
<td>B+</td>
<td>90-93</td>
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<tr>
<td>B</td>
<td>87-89</td>
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<tr>
<td>B-</td>
<td>84-86</td>
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<tr>
<td>C+</td>
<td>80-83</td>
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<tr>
<td>C</td>
<td>77-79</td>
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<tr>
<td>C-</td>
<td>74-76</td>
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<tr>
<td>F</td>
<td>69 and below</td>
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