Syllabus for ITM 700: Communications for IT Professionals

Prerequisites

None

Course Description

This course focuses on developing organizational communication skills for IT professionals. Topics include crucial conversations, evidence-based decision-making, and change management strategies for organizational transformation. This course also emphasizes the development of organizational and interpersonal communication skills relating to cultural sensitivity, diversity, and ethical issues in the IT field.

Course Alignment with Program Outcomes

This course addresses the following competencies and program outcomes of the Master of Science in Information Technology Management:

Competency B: Demonstrate effective professional collaboration and soft skills appropriate for technology settings
- Effectively communicate with diverse stakeholders.
- Demonstrate professional skills accounting for equity, 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 Materials

Course Activities and Assessments

Discussions: Discussions will focus on a question or IT scenario based on our module resources. Discussion 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 case studies. 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 one in Project 1 and Project 2.

Final Exam: There is no final exam in this course. In its place, you will deliver a change management communications plan and accompanying presentation.

Course Outline

The course is organized into the following modules:

Module #	Module Topic
1	Communication & Organizations
2	Individuals in Organizations & Workplace Relationships
3	Fostering an Engaging and Innovative IT Culture
4	Communicating Effectively for Successful Project Management
5	Crucial Conversations and Navigating Conflict
6	The Ethical Emotional Workplace
7	Investing in Personnel & Building Effective Teams
8	Reflections

Grading

Course Grading: Coursework will be assessed using a variety of methods.

There are a total of 460 points available in this class (points are subject to change).

Assignments	Points
Discussions	170
Project 1	55
Project 2	235
Total Points	460 points

Letter Grade	Percentage Range
A	90-100%
A-	85-89%
B+	80-84%
B	75-79%
B-	70-74%
C+	65-69%
C	60-65%
C-	55-59%
F	54 and below