

Syllabus for ITM 700:

Communications for IT Professionals

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.)

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	Investing in Personnel & Building Effective Teams
7	The Ethical Emotional Workplace
8	Final Presentations

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

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

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

Grading Scale:

Letter Grade	Percentage Range
A	97-100
A-	94-96
B+	90-93
B	87-89
B-	84-86
C+	80-83
C	77-79
C-	74-76
F	69 and below

COURSE POLICIES:

Late Assignments

Assignments are due on the dates indicated in the Course Calendar. For extenuating circumstances that affect your ability to meet deadlines or participate in class activities, you are responsible for alerting me as soon as possible via email.

Expectations for Graded Work

I provide students feedback and/or scores on assignments that require individualized grading before a further assignment of a similar format is due. Generally, feedback may take up to a week from the date the work was due. I will notify you if I am unable to grade the work within this timeframe, and will identify a revised return date. If you submit work after the due date, it may take longer to return.