

**City University of Hong Kong
Course Syllabus**

**offered by Department of English
with effect from Semester B 2020/2021**

Part I Course Overview

Course Title:	Workplace Culture and Interaction
Course Code:	EN3586
Course Duration:	One semester
Credit Units:	3
Level:	B3
Proposed Area: <i>(for GE courses only)</i>	X Arts and Humanities <input type="checkbox"/> Study of Societies, Social and Business Organisations <input type="checkbox"/> Science and Technology
Medium of Instruction:	English
Medium of Assessment:	English
Prerequisites: <i>(Course Code and Title)</i>	Nil
Precursors: <i>(Course Code and Title)</i>	Nil
Equivalent Courses: <i>(Course Code and Title)</i>	EN2407 Organizational Culture and Communication
Exclusive Courses: <i>(Course Code and Title)</i>	Nil

3. Teaching and Learning Activities (TLAs)

(TLAs designed to facilitate students' achievement of the CILOs.)

TLA	Brief Description	CILO No.						Hours/week (if applicable)
		1	2	3	4			
1.	<p>Lectures and readings</p> <ul style="list-style-type: none"> - lecture notes and readings explain how different theories and analytical approaches are applied to workplace communication - lecture notes and readings help students to understand how different management approaches influence organisational culture and the ways in which different workplace processes are enacted - these provide explanation of ways in which communication processes unfold, link them to different management approaches and explain the relationship between these 	√	√	√	√			
2.	<p>Case studies</p> <ul style="list-style-type: none"> - case studies give students the opportunity to apply their understanding of different approaches to specific workplace settings and scenarios, and to critically analyse their impact - these provide real-life interaction and realistic scenarios in which students can develop understandings of how participants construct the institutional businesses in the setting and can identify specific problems and make appropriate recommendations based on their understanding of key theories and issues 		√	√	√			

4. Assessment Tasks/Activities (ATs)

(ATs are designed to assess how well the students achieve the CILOs.)

Assessment Tasks/Activities	CILO No.					Weighting*	Remarks
	1	2	3	4			
Continuous Assessment: 100%							
<p>Group presentation -</p> <p>This requires students to analyse a workplace in terms of its culture and demonstrate how the underlying values found there influence management approaches covered in the course.</p> <ul style="list-style-type: none"> - students have to demonstrate their ability to unpack the culture of an organisation and their understanding of the key management approaches. 	√		√	√		10%	Group assessment
<p>Group report -</p> <p>This requires students to analyse a workplace in terms of its culture and demonstrate how the underlying values found there influence communication processes, and to make recommendations on the basis of any problems they have identified.</p> <ul style="list-style-type: none"> - students have to demonstrate their ability to unpack the culture of an organisation and their understanding of the key management approaches. - students have to demonstrate their ability to evaluate a specific communication process in critical terms. - students have to 	√		√	√		30%	Group assessment

demonstrate their ability to make appropriate recommendations on the basis of any problems they have identified.								
Quiz - This will test students' understanding of the main issues and concepts relating to the various management approaches discussed in the course.	√						20%	Individual assessment
Analysis paper - This will test students' understanding of key concepts covered in class by analysing instances of workplace interaction and making necessary interpretations.		√					35%	Individual assessment
Participation – This requires students to actively participate class discussions and to fulfill course requirements in a satisfying manner.	√	√	√	√			5%	Individual assessment
Examination: _____% (duration:)								

* The weightings should add up to 100%.

100%

5. Assessment Rubrics

(Grading of student achievements is based on student performance in assessment tasks/activities with the following rubrics.)

Assessment Task : Group presentation (10%)

Criterion	Excellent (A+,A, A-)	Good (B+, B, B-)	Fair (C+, C, C-)	Marginal (D)	Failure (F)
Understanding of key issues and concepts	<ul style="list-style-type: none"> ◆ Shows full understanding of main issues and concepts ◆ All relevant information is included in explanation of issues and concepts 	<ul style="list-style-type: none"> ◆ Shows sound understanding of main issues and concepts ◆ Most relevant information is included in explanation of issues and concepts 	<ul style="list-style-type: none"> ◆ Shows adequate understanding of main issues and concepts ◆ Sufficient information is included in explanation of issues and concepts 	<ul style="list-style-type: none"> • Shows inadequate understanding of main issues and concepts • Insufficient information is included in explanation of issues and concepts 	<ul style="list-style-type: none"> ◆ Shows little understanding of main issues and concepts ◆ Very limited information is included in explanation of issues and concepts
Understanding of organisational culture	<ul style="list-style-type: none"> • Provides comprehensive description of organisational culture • The culture is comprehensively analyzed and 	<ul style="list-style-type: none"> • Provides sound description of organisational culture • The culture is soundly analyzed and explained 	<ul style="list-style-type: none"> • Provides adequate description of organisational culture • The culture is adequately analyzed and explained 	<ul style="list-style-type: none"> • Provides mostly inadequate description of organisational culture • The culture is inadequately analyzed and 	<ul style="list-style-type: none"> • Provides totally inadequate description of organisational culture • The culture is barely analyzed/The analysis is not at all comprehensible

	explained			explained	
Understanding the relationship between management approaches and organisational culture	<ul style="list-style-type: none"> ◆ Shows full understanding of factors affecting organisational culture ◆ Provides comprehensive explanation of relationship between management approach and its influence on organisational culture 	<ul style="list-style-type: none"> ◆ Shows sound understanding of factors affecting organisational culture ◆ Provides sound explanation of relationship between management approach and its influence on organisational culture 	<ul style="list-style-type: none"> ◆ Shows adequate understanding of factors affecting organisational culture ◆ Provides sufficient explanation of relationship between management approach and its influence on organisational culture 	<ul style="list-style-type: none"> ◆ Shows inadequate understanding of factors affecting organisational culture ◆ Provides inadequate explanation of relationship between management approach and its influence on organisational culture 	<ul style="list-style-type: none"> ◆ Shows little understanding of factors affecting organisational culture ◆ Provides little explanation of relationship between management approach and its influence on organisational culture

Assignment Task : Group report (30%)

Criterion	Excellent (A+,A, A-)	Good (B+, B, B-)	Fair (C+, C, C-)	Marginal (D)	Failure (F)
Understanding of key issues and concepts	<ul style="list-style-type: none"> ◆ Shows full understanding of main issues and concepts ◆ All relevant information is included in explanation of issues and concepts 	<ul style="list-style-type: none"> ◆ Shows sound understanding of main issues and concepts ◆ Most relevant information is included in explanation of issues and concepts 	<ul style="list-style-type: none"> ◆ Shows adequate understanding of main issues and concepts ◆ Sufficient information is included in explanation of issues and concepts 	<ul style="list-style-type: none"> • Shows inadequate understanding of main issues and concepts • Insufficient information is included in explanation of issues and concepts 	<ul style="list-style-type: none"> ◆ Shows little understanding of main issues and concepts ◆ Very limited information is included in explanation of issues and concepts
Understanding of organisational culture	<ul style="list-style-type: none"> • Provides comprehensive description of organisational culture • The culture is comprehensively analyzed and explained 	<ul style="list-style-type: none"> • Provides sound description of organisational culture • The culture is soundly analyzed and explained 	<ul style="list-style-type: none"> • Provides adequate description of organisational culture • The culture is adequately analyzed and explained 	<ul style="list-style-type: none"> • Provides mostly inadequate description of organisational culture • The culture is inadequately analyzed and explained 	<ul style="list-style-type: none"> • Provides totally inadequate description of organisational culture • The culture is barely analyzed/The analysis is not at all comprehensible

<p>Understanding the relationship between management approaches, organisational culture and communication processes</p>	<ul style="list-style-type: none"> ◆ Shows full understanding of factors affecting communication processes ◆ Provides comprehensive explanation of relationship between management approach, organisational culture, and their impact on communication process 	<ul style="list-style-type: none"> ◆ Shows sound understanding of factors affecting communication processes ◆ Provides sound explanation of relationship between management approach, organisational culture, and their impact on communication process 	<ul style="list-style-type: none"> ◆ Shows adequate understanding of factors affecting communication processes ◆ Provides sufficient explanation of relationship between management approach, organisational culture, and their impact on communication process 	<ul style="list-style-type: none"> ◆ Shows inadequate understanding of factors affecting communication processes ◆ Provides inadequate explanation of relationship between management approach, organisational culture, and their impact on communication process 	<ul style="list-style-type: none"> ◆ Shows little understanding of factors affecting communication processes ◆ Provides little explanation of relationship between management approach, organisational culture, and their impact on communication process
<p>Ability to give appropriate recommendations</p>	<ul style="list-style-type: none"> ◆ Recommendations are entirely appropriate 	<ul style="list-style-type: none"> ◆ Recommendations are mostly appropriate 	<ul style="list-style-type: none"> ◆ Recommendations are adequate 	<ul style="list-style-type: none"> ◆ Recommendations are somewhat inappropriate 	<ul style="list-style-type: none"> ◆ Recommendations are entirely inappropriate

Assessment Task : Quiz (20%)

Criterion	Excellent (A+,A, A-)	Good (B+, B, B-)	Fair (C+, C, C-)	Marginal (D)	Failure (F)
Understanding of key issues and concepts	<ul style="list-style-type: none"> ◆ Shows full understanding of main issues and concepts ◆ All relevant information is included in explanation of issues and concepts 	<ul style="list-style-type: none"> ◆ Shows sound understanding of main issues and concepts ◆ Most relevant information is included in explanation of issues and concepts 	<ul style="list-style-type: none"> ◆ Shows adequate understanding of main issues and concepts ◆ Sufficient information is included in explanation of issues and concepts 	<ul style="list-style-type: none"> • Shows inadequate understanding of main issues and concepts • Insufficient information is included in explanation of issues and concepts 	<ul style="list-style-type: none"> ◆ Shows little understanding of main issues and concepts ◆ Very limited information is included in explanation of issues and concepts

Assessment Task : Analysis paper (35%)

Criterion	Excellent (A+,A, A-)	Good (B+, B, B-)	Fair (C+, C, C-)	Marginal (D)	Failure (F)
Understanding of key concepts	<ul style="list-style-type: none"> ◆ Demonstrates an in-depth understanding of the meanings and aims of interaction analysis; ◆ All relevant information is included in explanation of the analysis. 	<ul style="list-style-type: none"> ◆ Demonstrates good understanding of the meanings and aims of interaction analysis; ◆ Most relevant information is included in explanation of the analysis 	<ul style="list-style-type: none"> ◆ Demonstrates fair understanding of the meanings and aims of interaction analysis; ◆ Sufficient information is included in explanation of the analysis 	<ul style="list-style-type: none"> ◆ Demonstrates marginal understanding of the meanings and aims of interaction analysis; ◆ Insufficient information is included in explanation of the analysis 	<ul style="list-style-type: none"> ◆ Demonstrates poor understanding of the meanings and aims of interaction analysis; ◆ Very limited information is included in explanation of the analysis
Demonstration of analysis and interpretation knowledge	<ul style="list-style-type: none"> ◆ Excellent accuracy of analysis; ◆ Excellent implications of the findings. 	<ul style="list-style-type: none"> ◆ Good accuracy of analysis; ◆ Good implications of the findings. 	<ul style="list-style-type: none"> ◆ Fair accuracy of analysis; ◆ Fair implications of the findings. 	<ul style="list-style-type: none"> ◆ Marginal accuracy of analysis; ◆ Marginal implications of the findings. 	<ul style="list-style-type: none"> ◆ Poor accuracy of analysis; ◆ Poor implications of the findings.

Participation (5%)

Criterion	Excellent (A+,A, A-)	Good (B+, B, B-)	Fair (C+, C, C-)	Marginal (D)	Failure (F)
Participation	Makes significant contribution to in-class discussion and completes tasks satisfactorily.	Makes occasional contribution to in-class discussion and completes the tasks satisfactorily.	Seldom makes adequate contribution to in-class discussion and in class tasks.	Little evidence of participation in class; completes very few in-class tasks.	Fails to sufficiently participate in in-class activities (including discussion and other tasks)

Part III Other Information (more details can be provided separately in the teaching plan)

1. Keyword Syllabus

(An indication of the key topics of the course.)

organizational communication
theories of management
written communication
spoken communication
power and politeness
organizational culture
critical approaches
assimilation processes
conflict management
decision-making
interaction analysis

2. Reading List

2.1 Compulsory Readings

(Compulsory readings can include books, book chapters, or journal/magazine articles. There are also collections of e-books, e-journals available from the CityU Library.)

1.	
2.	
3.	
...	

2.2 Additional Readings

(Additional references for students to learn to expand their knowledge about the subject.)

1.	Miller, K. (2006). <i>Organizational Communication: Approaches and processes</i> . Belmont, CA: Thomson Wadsworth
2.	Adler, R., & Elmhorst, J. (2002) <i>Communicating at work: Principles and practices for business and the professions</i> . Boston: McGraw-Hill
3.	Richmond, V., McCroskey, J., & McCroskey, L. (2005). <i>Organizational communication for survival: Making work, work</i> . Boston: Pearson
4.	Vine, B. (ed.) (2017) <i>Routledge handbook of language in the workplace</i> . London: Routledge
5.	Bhatia, V., & Bremner, S (eds.) (2016). <i>Routledge handbook of language and professional communication</i> . London: Routledge.