Course Syllabus
International Business Communication and Negotiation,
MGMT 4510 M50 – 91719, FALL 2018
3.0 Credit Hours  (Last updated: 08/20/2018)

Professor: Dr. Barbara D. Davis
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Fax: 901.678.2685
E-mail: bddavis@memphis.edu (Please Do not use D2L email)
Office Hours: Virtual hours are 9:30 a.m. – 11:00 a.m., Tuesday and Thursday. Other times by appointment
Office: FCBE 328
Course Management and Materials: eCourseware

Course Overview:
Importance of business communication in conducting global business effectively; emphasis on organizational and interpersonal communication as well as negotiation skills needed in an integrated world economy; culture-based assumptions, contrasting cultural values, communication and negotiation strategies, verbal and nonverbal patterns, cultural shock, and country specific information. PREREQUISITE: MGMT 3510.

Course Objective:
To provide a theoretical and practical basis for conducting effective global communication.

Prerequisites:
MGMT 3510 plus the following requirements for all degree-seeking students in the Fogelman College of Business and Economics: completion of all required lower-division business courses with a grade of “C” in each; a minimum quality point average of 2.25 (accounting majors, 2.50) in all required lower-division business courses and MATH 1312; and 45 hours of course work including required 9 semester hours of English. Nonbusiness majors need junior or senior standing and must complete course prerequisites. The student has the responsibility of assuring that all requirements have been met; otherwise, the student may be administratively dropped.
Required Texts (and Related Materials):

Supplemental Readings (To Be Assigned)

Recommended books:


Academic Course Requirements:
The final grade will be determined by the number of points earned on examinations, and class written and oral assignments and activities (individual and/or group). Some class and written assignments will be completed during class time and without prior notice; others will be completed out of class.

The total points you earn in each grade component of the course will be divided by the total points possible for that component. The appropriate percentage will then be calculated for each component to determine your final percentage/grade. (Plus/Minus [+/−] grading system will not be used in this class)

FCBE Academic Internship Credit:
In FCBE, all majors offer an academic internship course option as a substitution for a required elective in a student’s major. To apply for academic credit, students must obtain an internship highly related to their major, register prior to the start of their internship and have their internship approved by departmental internship faculty. To review the requirements for applying for academic credit, visit [http://www.memphis.edu/professional/internships/academic_credit.php](http://www.memphis.edu/professional/internships/academic_credit.php)

Students should allow approximately two weeks for the review and processing of an academic internship application through the Fogelman Internship Network.

Fogelman College: Learning Outcomes for Your Degree
This course is designed to help you to meet the overall learning objectives for the BBA degree offered by the Fogelman College. The Fogelman College has established the following learning goals for all students successfully completing the BBA degree:

- Graduates will be effective communicators.
- Graduates will demonstrate critical thinking skills.
- Graduates will be knowledgeable about ethical factors in the business environment.
- Graduates will be knowledgeable about the global business environment.
- Graduates will be proficient users of business presentation and analysis technology.
Grading Scale:

Final course grades are earned according to the following table:

<table>
<thead>
<tr>
<th>Point Range</th>
<th>Assigned Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>90-100 Points</td>
<td>A</td>
</tr>
<tr>
<td>80-89 Points</td>
<td>B</td>
</tr>
<tr>
<td>70-79 Points</td>
<td>C</td>
</tr>
<tr>
<td>60-69 Points</td>
<td>D</td>
</tr>
<tr>
<td>Under 60 Points</td>
<td>F</td>
</tr>
</tbody>
</table>

Your overall grade for the semester is based on how well you perform on a mixture of formal activities including discussions, quizzes and projects. A detailed description of each of the assessed activities can be found after the scoring summary table below.

Summary of Graded Activities

Points earned on the assessed activities will be distributed as follows:

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignments</td>
<td>40%</td>
</tr>
<tr>
<td>Exams</td>
<td>15%</td>
</tr>
<tr>
<td>Reports (Oral/Written/Group)</td>
<td>45%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

The total points you earn in each grade component of the course will be divided by the total points possible for that component. The appropriate percentage will then be calculated for each component to determine your final percentage/grade. (Plus/Minus [+/‐] grading system will not be used in this class).

Technology and Software Requirements:
• Minimum hardware requirements for D2L compatibility can be found at Technical Requirements.
• Software requirements are Microsoft Office Word or Adobe Acrobat Reader and Microsoft PowerPoint. No other word processing software will be accepted. If you don’t have MS Word, then you can save your documents as a rich text file (rtf).

Technical Support:
For technical difficulties with D2L, first use the UMhelpdesk by filling out a form at: UM helpdesk or calling 901.678.8888.

Weeks Defined:
The course week begins on Monday at 1:00 a.m. and ends on Sunday at 11:59 p.m. CST
Guidelines for Communication:

Instructor Contact: Please use bddavis@memphis.edu as the primary means for contacting the professor. If you wish to speak to the professor, please first email and after getting a confirmed phone appointment, call on the date and time designated. The professor will make every attempt to respond to course email or discussion postings within 24 hours during the work week, though it may not be possible in some cases. Students will be notified when the professor is not available to meet the stated response time through course email, discussion board posting, and news feed. Virtual office hours are TTH: 9:30 a.m. to 10:30 a.m.

Student Responsibility:
(Attendance & Participation): Students should login to the course at least every other day in order to stay current if changes to the course are made. Also note that the eCourseware system records the number of student login times and duration and that information is available to the professor. Attendance is necessary for course success. Assignments, discussion postings, quizzes, projects, group activities, and tests are a part of the normal course week, so students MUST spend time in the course participating in these activities, especially if there are team activities and team members need to connect with other team members. For all required discussion posting assignments, including the team assignments, students MUST participate with 2 not only posting responses to assignments, but also interacting with team members. Teams will be assigned at the beginning of the semester and will be announced to the students. Teams can choose their preferred method of communication whether it be through the course Discussion Board (where teams have assigned space) or with the Chat room or course email. Outside sites, such as Skype, may be used, but only if all students have access to the other methods or agree on other methods.

Email Guidelines:
• Always include a subject line with specific concise topic and “4510M50.”
• Remember without facial expressions some comments may be taken the wrong way. Be careful in wording your emails.
• Use of emoticons might be helpful in some cases.
• Use standard fonts.
• Do not send large attachments without permission.
• Special formatting such as centering, audio messages, tables, html, etc. should be avoided unless necessary to complete an assignment or other communication.
• Respect the privacy of other class members.
• Do not “Reply to All” with personal or disparaging comments/remarks.

Discussion Postings and Group Guidelines:
• Review the discussion threads thoroughly before entering the discussion. Be a lurker, then a discussant.
• Try to maintain threads by using the “Reply” button rather than starting a new topic.
• Do not make insulting or inflammatory statements to other members of the discussion group nor the professor.
• Be respectful of others’ ideas and the class management guidelines and procedures.
• Be patient and read the comments of other group members of the discussion group members thoroughly before entering your remarks. Be respectful.
• Be cooperative with group leaders in completing assigned tasks.
• Be positive and constructive in group discussions.
• Respond in a thoughtful and timely manner.

Chat Guidelines:
• Introduce yourself to the other learners in the chat session.
• Be polite. Choose your words carefully. Do not use derogatory statements.
• Be concise in responding to others in the chat session.
• Be prepared to open the chat session at the scheduled time.
• Be constructive in your comments and suggestions.

Assignments:
All required assignments must be keyed/typed and uploaded into eCourseware under the respective “dropbox” on or before the due date by 11:59 p.m., Central Standard Time. Individual assignments that are a component of a Group assignment are due on a Wednesday by 11:59 p.m. NOTE: There is NO provision for LATE or make-up work; therefore, submit your work on the date due and the time specified. NO ASSIGNMENTS WILL BE ACCEPTED or excused regarding reasons for not properly attaching or uploading files, computer hardware, and software technical difficulties. Any request to reconsider points earned on a graded assignment / exam must be in writing and must detail specifically the issues related to why the graded assignment should be reassessed. The written request should be received within 5 days of the professor providing the graded assignment to the class.

Professor will NOT accept emailed assignments, but only submissions through eCourseware dropbox. No exceptions or extensions will be given, thus it is the student’s responsibility to make every effort to adhere to the course policies and course commitment. Class work will be graded on the basis of form, neatness, correctness, and accuracy. All homework feedback and points grade will be given electronically through eCourseware dropbox.

Technology failure is not an excused reason for not submitting assignments, posting discussion responses, or taking tests. Students need to make sure that Internet connection is adequate and have a backup plan such as visiting a local campus for computer use. Students should also save their files in multiple locations including, but not limited to a flash drive, hard drive, burned on a CD, and emailed attach to one’s email account (for electronic record). Of course, any submission made into eCourseware dropbox is another permanent location of the assignment. DO NOT WAIT until the last minute to complete assignments. The professor WILL NOT accept assignments through email,
because the assignment dropbox closed. Note that the Dropbox date stamps the time assignments are submitted and flags all late assignments. Late assignments will be handled as indicated based on the Homework and Syllabus Guidelines related to this topic.

Assignment Submission:
Assignments are submitted in the eCourseware "Dropbox" area which is located in the bottom left-hand side toolbar (just below the UM logo). The "Dropbox" is the second area to click on, from the left. In the Dropbox area, students will find a place to submit each required individual assignment, including any bonus assignments. Go directly to the Dropbox in the toolbar menu to upload assignments. To upload an assignment for instructor assessment, the student must have saved that assignment in an MSWord or other acceptable formatted file to his or her computer first. Then click on the appropriate dropbox assignment name and scroll towards the bottom to click the "browse" button to find your file on the computer (very similar feel as an email attachment). Double click. To add another file, just click the "add" button. Then Scroll towards the bottom to click the "submit" button. Once submitted and the computer accepts, you should see the file show up in blue. You can also tell that you've successfully submitted the document by clicking on the "folder list" to see the list of all assignment dropbox areas and in the assignment dropbox where you've just submitted, you should see a "1" in the submissions column.

Team Assignments:
Teams will be formed at the beginning of the semester and the instructor will email the class with a list of team members. Teams may determine their own communication methods and means, but certainly can use the chat room, course email, designated team discussion board area, or some other outside means of collaboration, such as Skype. However, each team must ensure that all team members are in agreement to the communication method.

• Complete your individual and group work ahead of time to allow for emergencies and still meet assignment deadlines.
• Include only the names of those members who contributed to a group assignment on the submitted assignment. Non-participating group members will not get credit for group work.

Exams:
Exams will test all material discussed in postings, textbook, PowerPoint slides, and from assignments. Exams must be taken as indicated on the schedule. Exam one (1) and two (2) will cover only the assigned chapters as noted. See eCourseware for scheduled exam dates. NO PROVISION IS MADE FOR MISSING THE EXAM ACCORDING TO SCHEDULING GUIDELINES. Please immediately notify the professor if there is a schedule problem, but note that the professor reserves the right to only allow for an extreme or unusual circumstance (which is rare). If an exam is missed, then the comprehensive final (Exam 3) will be required. For those students who wish to take the comprehensive exam (Exam 3), it is optional. The highest score for 2 of 3 exams will be averaged into your course grade (200
Moreover, if the comprehensive final exam three (3) is taken, then the lowest test grade will be dropped. **No more than one (1) exam can be missed.** If more than one exam is missed and it is deemed “unexcused,” a “0” will be given for the second missed exam. Exams are comprised of a mix of multiple-choice and true and false. Each exam is worth 100 points. Exams can be found under the “Quizzes” tab in the lower left bottom toolbar in eCourseware. NOTE: all exams are to be taken by you, the student, and without any assistance from any other person. You are on your honor. Please refer to the University policy on student conduct in regard to cheating. The professor will adhere to the disciplinary policy regarding student misconduct. See [U of M Code of Student Rights and Responsibilities](opens in new browser).

Additionally, the **exams are timed and only allow for one attempt.** Students should prepare in advance prior to exam day as one would when in an on-ground campus course. Once the exam is started, the student must finish the exam. If the student should end the exam too soon without questions answered, then the exam will be automatically scored “as is.” Students should take the exams free of distractions and with a good Internet connection. **Exams or quizzes that exceed the time limit will receive NO credit; therefore, PLEASE watch your time and submit your exams/quizzes within the allocated time limit.**

**Quizzes:**
There are six quizzes to be taken during the semester. See the “due dates” calendar in eCourseware. Quizzes are to be taken by clicking on the Quizzes tab in eCourseware. Quizzes are timed and once started, will be graded upon “class” completion. Note that only one attempt is given for the quizzes also.

**Academic Dishonesty/Honor Code**
Students are expected to recognize and uphold standards of intellectual and academic integrity as set forth in the University of Memphis Code of Student Rights and Responsibilities. See: [The Office of Student Conduct](opens in new browser). **Academic dishonesty of any sort will not be tolerated.** Your professor will adhere to the University policies related to academic dishonesty. Dishonest acts related to academic work, include (but not limited to) using another student’s work as your own, plagiarizing, cheating on exams, falsification, and multiple submissions. **If plagiarism occurs, the student, at minimum, may be subject to failure of the assignment and/or course. Further action could be taken, up to and including expulsion from the University.** Plagiarism is “the presentation of someone else’s ideas or words as your own” (Lehman & DuFrene, 2014, p. 159). [BCOM6. Mason, OH: South-Western Cengage Learning] Students are highly advised to complete the [University of Memphis plagiarism tutorial](opens in new browser).

**Turnitin Statement:**
The “Turnitin” technology is embedded within the elearn Courseware system dropbox option. This electronic detection method evaluates the originality of your ideas as well as the proper use and
attribution of sources. By taking this course, you agree that all assignments may undergo this review process and that the assignment may be included as a source document in Turnitin.com’s restricted access database solely for the purpose of detecting plagiarism in such documents. Any assignment not submitted according to the procedures given by the professor may be penalized or may not be accepted at all.” (University of Memphis, Office of Legal Counsel, October 17, 2005).

**DRS Statement.**
Any student who anticipates physical or academic barriers based on the impact of a disability is encouraged to speak with me privately. Students with disabilities should also contact Disability Resources for Students (DRS) at 110 Wilder Tower, 901-678-2880 and [online (opens in new browser)](http://www.memphis.edu/disability_environmental_services). DRS coordinates access and accommodations for students with disabilities.

**Crisis Management.**
The U of M Office of Crisis Management (new browser), 678-3692, email: be_prepared@memphis.edu, has established a comprehensive emergency and disaster preparedness program to protect its people, resources, and environment. [Sign up here (new browser)](http://www.thememphis.com/sign_up) to receive TigerText emergency alert messages.

**Syllabus Changes:**
The instructor reserves the right to make changes as necessary to this syllabus. If changes are necessitated during the term of the course, the instructor will immediately notify students of such changes a class email communication, posting on the class discussion board, and posting a news announcement on the home page of the course as well as uploading a revised syllabus under the Content tab for the course.

**NOTE:** Review locations of tabs and links on eCourseware as recent updates may have reconfigured the site. Every link in this syllabus is active. If you are unable to access the site by clicking on the link, please copy and paste the link into your browser and hit enter. Also, make sure your first contact concerning technical issues is directed to the [UM helpdesk](http://www.memphis.edu/um_helpdesk).
Resources, Education and Writing Assistance (FREE)

APA format websites:

- APA Style Guide (new browser)
- Purdue Online Writing Lab - General (new browser)
- Purdue Online Writing Lab - Headings and Seriation (new browser)

Alphanumeric Outline Example:

- Purdue Alphanumeric Outline Example

Career Corner:

- University Career Coaching (new browser)

Career Services:

- University Career Services (new browser)

Educational Support Program (ESP)-provides academic counseling:

- ESP Supplemental Instruction (new browser)

Professional Development Center Programs:

- Fogelman Professional Development Center (new browser)

The Business Learning Center:

(Room 256, FCBE)-provides tutoring in accounting, statistics, finance, management, and marketing. Writing assistance is also available in Patterson, Room 225 only. Contact number is 901.678.3912.

The Center for Writing and Communication:

- CWC (new browser), First Floor Ned R. McWherter Library

Tutoring:

- General tutoring (new browser)
- Writing and online tutoring (new browser)

University of Memphis/Fogelman College plagiarism policy and helpful tutorials:

- Plagiarism Explained (new browser)
- Understanding Plagiarism (new browser)
- Plagiarism U of M Misconduct (new browser)

Study efficiencies/time management-Mitchell Hall, Room 207