

GEORGE MASON UNIVERSITY

School of Recreation, Health, and Tourism

TOUR 110 A01

Professionalism and Civility

Summer 2016

INSTRUCTOR: Dedra Faine, MTA
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OFFICE HOURS: By Appointment

COURSE DESCRIPTION:

Focuses on developing competencies in the areas of professionalism and civility in a variety of settings including professional image, conduct at work, telephone, written, oral, and electronic etiquette, table manners, and social networking with an emphasis on the cultural needs for honoring commitments and obligation.

DELIVERY METHOD:

This course will be delivered online using an **asynchronous** (not “real time”) format via the Blackboard learning management system (LMS) housed in the [MyMason](#) portal. You will log in to the Blackboard course site using your Mason email name (everything before “@masonlive.gmu.edu”) and email password. The course site will be available on **Monday, May 16th at 9:00 a.m.**

TECHNICAL REQUIREMENTS:

To participate in this course, students will need the following resources:

- High-speed Internet access with a standard up-to-date browser, either Internet Explorer or Mozilla Firefox. Opera and Safari are **not** compatible with Blackboard;
- Consistent and reliable access to their GMU email and Blackboard, as these are the official methods of communication for this course
- Students may be asked to create logins and passwords on supplemental websites and/or to download trial software to their computer or tablet as part of the course requirements.
- The following software plug-ins for PCs and Macs respectively, available for free downloading by clicking on the link next to each plug-in:
 - Adobe Acrobat Reader: <http://get.adobe.com/reader/>
 - Windows Media Player: <http://windows.microsoft.com/en-US/windows/downloads/windowsmedia-player>
 - Apple QuickTime Player: www.apple.com/quicktime/download/

EXPECTATIONS:

- **Course Week:** Because asynchronous courses do not have a “fixed” meeting day, our week will generally **start** on **Monday**, and **finish** on **Saturday**. Exceptions are noted on the course schedule. **(Please note that many weekly assignments will require you to implement new behaviors and make observations throughout the week, so it is imperative that you read your assignment in the beginning of the week).**

COURSE OBJECTIVES:

By the completion of this course, the student will be able to:

1. Experience and practice personal and professional success through professionalism and civility.
2. Promote positive, respectful, and ethical behaviors in yourself and others.
3. Encourage respect, tolerance and sincere behavior in personal and business settings.
4. Learn peacekeeping skills vital to the enhancement of social and professional settings.

COURSE OVERVIEW:

George Mason University's strategic goals opening mission statement stresses "the institutions commitment to promoting an atmosphere of civility and respect at a very diverse university". Professionalism and Civility promotes positive respectful and sincere behaviors that encourage inclusiveness, serving as a basis for distinctive and acceptable living.

REQUIRED TEXT:

Forni, P.M. *Choosing Civility: The 25 Rules of Considerate Conduct*, New York, St. Martin's Press, 2002

TENTATIVE COURSE SCHEDULE:

WEEK	TOPIC
Week 1 5/16 – 5/21 Due by 5/21 at 11:00 pm	Introduction Civility Overview/History of Civility <ul style="list-style-type: none">• <i>Review the Week 1 PowerPoint Slides</i>• <i>Read pages 3 – 32 (Choosing Civility)</i>• <i>Complete the Civility Survey Assignment</i>• <i>Discussion Board – Introductions & What Does Civility Mean to You?</i>• <i>Groups are Assigned</i>
Week 2 5/23 – 5/28 Due by 5/28 at 11:00 pm	Personal Civility – 25 Rules of Civility <ul style="list-style-type: none">• <i>Review Week 2 PowerPoint Slides (25 Rules of Considerate Behavior)</i>• <i>Read pages: 33 – 157 (Choosing Civility)</i>• <i>Complete the Considerate Behavior Assignment</i>

	<ul style="list-style-type: none"> • <i>Group Project – Choose your country for International Protocol Assignment</i>
<p>Week 3 5/30 – 6/4 Due by 6/4 at 11:00 pm</p>	<p>Social Responsibility</p> <ul style="list-style-type: none"> • <i>Review Week 3 PowerPoint Slides (Social Responsibility)</i> • <i>View Video Presentation – Guest Speaker</i> • <i>Discussion Board – Social Responsibility</i> <p>Table Etiquette</p> <ul style="list-style-type: none"> • <i>Review PowerPoint Slides (Etiquette)</i> • <i>Discussion Board - Etiquette</i>
<p>Week 4 6/6 – 6/11 Due by 6/11 at 11:00 pm</p>	<p>Inclusion & Tolerance</p> <ul style="list-style-type: none"> • <i>Video (Assuming the Best)</i> • <i>Discussion Board – Library Disturbance</i> • <i>Group Project Due – International Protocol Assignment</i>
<p>Week 5 6/13 – 6/18 Due by 6/18 at 11:00 pm</p>	<p>Workplace Civility</p> <ul style="list-style-type: none"> • <i>Review Week 6 PowerPoint Slides (Civility in the Workplace)</i> • <i>Interview Assignment</i> • <i>Discussion Board – International Business Protocol</i>

Note: Faculty reserves the right to alter the schedule as necessary

EVALUATION:

Students are held to the George Mason University Honor Code. Students will attend class, actively participate in discussions, and fulfill assignments.

Students are responsible for staying in contact with instructor via e mail regarding absence. Late arrival or early departure will result in a lower grade. Assignments, reports, research, and presentations are due on dates noted or no credit will be awarded.

This course will be graded on a point system, with a total of 100 possible points.

Requirements:

Individual / Discussion / Research <i>Each week students are required to turn in assignments and participate in the discussion board, unless noted otherwise.</i>	80
Group Project – International Protocol	20
TOTAL POINTS	100

Grading Scale:

A = 94 – 100	B+ = 88 – 89	C+ = 78 – 79	D = 60 – 69
A- = 90 – 93	B = 84 – 87	C = 74 – 77	F = 0 – 59
	B- = 80 – 83	C- = 70 – 73	

Student Expectations

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- Students must adhere to the guidelines of the George Mason University Honor Code [See <http://oai.gmu.edu/honorcode/>].
- Students with disabilities who seek accommodations in a course must be registered with the George Mason University Office of Disability Services (ODS) and inform their instructor, in writing, at the beginning of the semester [See <http://ods.gmu.edu/>].
- Students must follow the university policy for Responsible Use of Computing [See <http://universitypolicy.gmu.edu/policies/responsible-use-of-computing/>].

- Students are responsible for the content of university communications sent to their George Mason University email account and are required to activate their account and check it regularly. All communication from the university, college, school, and program will be sent to students solely through their Mason email account.
- Students must follow the university policy stating that all sound emitting devices shall be turned off during class unless otherwise authorized by the instructor.

Campus Resources

- The George Mason University Counseling and Psychological Services (CAPS) staff consists of professional counseling and clinical psychologists, social workers, and counselors who offer a wide range of services (e.g., individual and group counseling, workshops and outreach programs) to enhance students' personal experience and academic performance [See <http://caps.gmu.edu/>].
- The George Mason University Writing Center staff provides a variety of resources and services (e.g., tutoring, workshops, writing guides, handbooks) intended to support students as they work to construct and share knowledge through writing [See <http://writingcenter.gmu.edu/>].
- For additional information on the College of Education and Human Development, School of Recreation, Health, and Tourism, please visit our website [See <http://rht.gmu.edu/>].

PROFESSIONAL BEHAVIOR: Students are expected to exhibit professional behaviors and dispositions at all times.

CORE VALUES COMMITMENT: The College of Education and Human Development is committed to collaboration, ethical leadership, innovation, research-based practice, and social justice. Students are expected to adhere to these principles.

