Course Instructor: Stephen A. Furlich, Ph.D.
Office: PAC 120
Office Hours: (Tues/Thurs. 9:30-12:00; W. 2:00-3:00).
E-Mail: Stephen.furlich@tamuc.edu
Class Time: Tues./Thurs. 8:00-9:15 Room: BA 257

COURSE INFORMATION

Materials – Textbooks, Readings, Supplementary Readings

Textbook Required:


(ELECTRONIC COPY INFORMATION PURCHASED AT BOOKSTORE)

Course Description:
Nonverbal Communication will explore different aspects of nonverbal communication. The class is structured to first build an understanding of nonverbal communication from an academic standpoint. A theoretical perspective will be understood. Then, the areas of visual and auditory codes (kinesics, physical appearance, and vocalics); contact codes (haptics and proxemics); place and time codes (environment, artifacts, and chronemics); Relationship between verbal and NV communication; emotion and NV behavior; NV coding and decoding of deception will be addressed. A major portion of the course to follow will apply nonverbal communication to students’ lives. An
understanding of interpreting different nonverbal messages will be covered. Different contexts will also be addressed, such as personal relationships, business, and public as a few examples.

Course outcome competencies:

Student Learning Outcomes:

By the end of the course, students should be able to:

1. To understand current theories, principles, and research findings examining the role of nonverbal communication in the total communication process.
2. Improve their ability to effectively encode and decode nonverbal messages to enhance the quality of daily interactions.
3. Understand the influence of culture and context in formation of perceptions and impression management.
4. To gain an understanding of nonverbal codes and their effects on managing interaction, forming impressions, developing and maintaining relationships, and engaging in social influence.
5. To understand social norms governing nonverbal behavior and the consequences of violating those norms.
6. To apply theories and concepts in analyzing nonverbal communication in a variety of contexts.
7. Emotional expressivity: To improve your own nonverbal encoding, such as the ability to convey emotions and feelings appropriately and effectively.
8. To recognize reliable and unreliable nonverbal correlates of deception.

Prerequisites: None

TECHNOLOGY REQUIREMENTS

- At a minimum, you must have Microsoft Office 2013, 2010, 2007 or Open Office. Microsoft Office is the standard office productivity software utilized by faculty, students, and staff. Microsoft Word is the standard word processing software, and Microsoft PowerPoint is the standard presentation software. Copying and pasting, along with attaching/uploading documents for assignment submission, will also be required. If you do not have Microsoft Office, you can check with the bookstore to see if they have any student copies.

Pearson Learning Studio (eCollege) Access and Log in Information
This course will be facilitated using Pearson Learning Studio, the learning management system used by Texas A&M University-Commerce. To get started with the course, go to: [http://www.tamuc.edu/myleo.aspx](http://www.tamuc.edu/myleo.aspx).

You will need your CWID and password to log in to the course. If you do not know your CWID or have forgotten your password, contact Technology Services at 903.468.6000 or [helpdesk@tamuc.edu](mailto:helpdesk@tamuc.edu).

It is strongly recommended that you perform a “Browser Test” prior to the start of your course. To launch a browser test, login to Pearson Learning Studio, click on the 'myCourses’ tab, and then select the “Browser Test” link under Support Services.

**Pearson Learning Studio Student Technical Support**

Texas A&M University-Commerce provides students technical support in the use of Pearson Learning Studio.

Technical assistance is available 24 hours a day/ 7 days a week.

If at any time you experience technical problems (e.g., you can't log in to the course, you can't see certain material, etc.) please contact the Pearson Learning Studio Help Desk, available 24 hours a day, seven days a week.

The student help desk may be reached by the following means 24 hours a day, seven days a week.

- **Chat Support:** Click on 'Live Support' on the tool bar within your course to chat with a Pearson Learning Studio Representative.

- **Phone:** 1-866-656-5511 (Toll Free) to speak with Pearson Learning Studio Technical Support Representative.

- **Email:** [helpdesk@online.tamuc.org](mailto:helpdesk@online.tamuc.org) to initiate a support request with Pearson Learning Studio Technical Support Representative.

**Accessing Help from within Your Course:** Click on the 'Tech Support' icon on the upper left side of the screen inside the course. You will then be able to get assistance via online chat, email or by phone by calling the Help Desk number noted below.

**Note:** Personal computer problems do not excuse the requirement to complete all course work in a timely and satisfactory manner. Each student needs to have a backup method to deal with these inevitable problems. These methods might include the availability of a backup PC at home or work, the temporary use of a computer at a friend's home, the local library, office service companies, an Internet cafe, or a bookstore, such as Barnes & Noble, etc.
Policy for Reporting Problems with Pearson Learning Studio

Should students encounter Pearson Learning Studio based problems while submitting assignments/discussions/comments/exams, the following procedure **MUST** be followed?

1. Students must report the problem to the help desk. You may reach the helpdesk at helpdesk@online.tamuc.org or 1-866-656-5511
2. Students **MUST** file their problem with the helpdesk and obtain a helpdesk ticket number
3. Once a helpdesk ticket number is in your possession, students should email me to advise me of the problem and to provide me with the helpdesk ticket number
4. At that time, I will call the helpdesk to confirm your problem and follow up with you

**PLEASE NOTE:** Your personal computer/access problems are not a legitimate excuse for filing a ticket with the Pearson Learning Studio Help Desk. You are strongly encouraged to check for compatibility of your browser **BEFORE** the course begins and to take the Pearson Learning Studio tutorial offered for students who may require some extra assistance in navigating the Pearson Learning Studio platform. **ONLY** Pearson Learning Studio based problems are legitimate.

**Internet Access**
An Internet connection is necessary to submit assignments, view grades, and receive feedback from your professor. View the requirements as outlined in Technology Requirements above for more information.

**myLeo Support**
Your myLeo email address is required to send and receive all student correspondence. Please email helpdesk@tamuc.edu or call us at 903-468-6000 with any questions about setting up your myLeo email account. You may also access information at https://leo.tamuc.edu.

**Learner Support**
Go to the following link **One Stop Shop**- created to serve you by attempting to provide as many resources as possible in one location.
Go to the following link **Academic Success Center**- focused on providing academic resources to help you achieve academic success.

Please Label All Submitted Assignments with your Name, Section, & Assignment Number. Examples: Smith, 201-01W Paper 2. Please also use these labels in e-mails, such as in subject lines. Both Paper assignments are submitted in the proper envelop in Learning Studio (ECollege) in DocSharing. Tests are taken in Learning Studio (ECollege) for the assigned week clicking on exam.

**Required: 3 GREEN Scan Trans**
**Attendance** – Punctual attendance is expected at all class sessions, especially on presentation and test days. If you participate in University sponsored activities (e.g., intercollegiate sports) you must check with the instructor with appropriate documentation before you are absent. Students are responsible for all missed work.

**Course Assignments/Assessments:** The department of Literature and Languages supports university policies of academic excellence as noted in the student handbook. Interpretation of grades should be considered within the university framework:

- A=excellent, B=good; C=average; D=inferior; and F=failure. Final grades in this course will be based on:
  - **A** = 100%-90%
  - **B** = 89%-80%
  - **C** = 79%-70%
  - **D** = 69%-60%
  - **F** = 59% or Below

Tests = 70%; Speech: 1 = 10%, Speech 2 = 10%, Paper 1 = 10% = total 30%

* Tests - (70%)
  - 20% Test 1
  - 25% Test 2
  - 25% Test 3

*Please only submit written assignments as attachments in WORD in DocSharing. Other files such as PDF files are too difficult to grade.

**ALL ASSIGNMENTS MUST BE PAPERLESS. THIS MEANS NO PAPERS USED DURING THE PRESENTATION. STUDENTS CAN CREATE AND USE A POWER POINT. STUDENTS SHOULD SUBMIT THEIR OUTLINE & REFERENCE PAGE ELECTRONICALLY THROUGH Pearson Learning (ECOLLEGE) FOR THIS COURSE IN DOCSHARING. Papers for the papers assignment should be submitted electronically through Pearson Learning (ECollege) for this course in DocSharing.

* Presentations – (20%) Note: Encyclopedias and dictionaries do not count as sources.
10% **Presentation 1**: Context Observation – Emphasis on Content and Structure with Library Sources.

10% **Presentation 2**: Personal Experience – With Library Sources

**Paper Assignment (10%)**

**Assignment Descriptions:**

**Presentation 1: Speech Major Portfolios- All Speech Majors MUST**

Observation of a particular context: Each student will choose a different context to observe people’s nonverbal behaviors. Each student should address the following areas:

1. What does research indicate occurs nonverbally within this context? What are some of the nonverbal behaviors that previous researchers have identified studying this context?
2. What unique nonverbal behaviors are occurring within this context that differs from other contexts?
3. What is consistent and inconsistent about your observations from that of previous research regarding this context?
4. What can researchers do in the future to better understand nonverbal behaviors within this context?
5. Some examples are a park, airport, social gathering, sporting event, school cafeteria, mall, elevator, doctor/dentist office, etc.
6. Speeches will be 4:30-5:30 minutes, include 3 different reference sources (books or journal articles), and follow the outline format.

**Presentation 2: Personal Experience focusing on nonverbal communication: Speech Major Portfolios- All Speech Majors MUST**

1. All students will experience a different customer service encounter and report about the nonverbal communication observations from the encounter.
2. Students should address what is consistent and inconsistent from their observation from that of class material. It is essential to identify what is different from class material or at least what is new that class material has not covered.
3. Some examples are buying a car, shopping at the mall, shopping for clothes, shopping for a cell phone/ plan, workout membership inquiry, eating at a restaurant etc.
4. The main purpose is to have interaction with the sales person and make note of their nonverbal actions and reactions during the communication encounter.
5. Address each of these area (proximity, facial, tactile, chronemics, olfactics)
7. Speeches will be 4:30-5:30 minutes, include 3 different reference sources (books or journal articles), and follow the outline format.

*Each student must get their context and customer service encounter approved beforehand in order for each student to have a different situation.

Paper Assignment: Each student will write a paper of 1-2 pages about nonverbal communication research found in journal articles. The focus of the paper is explaining how nonverbal communication research is conducted. The ways that data is collected and interpreted, such as from observation, manipulation, experimentation, video-taping, in-person experiences etc. Each student must have at least 5 journal articles cited in their paper. Please only choose one form of data collection (observation, manipulation, experimentation, video-taping, in-person experiences etc.) and write about how different authors address the same approach. Address background of the research and then some of the strengths and weakness of the research. The student will turn in their paper and a reference page. Only the body of the paper is counted toward the 1-2 page requirement, hence the title page and reference pages are not counted.

* Activities - (+2%)

A number of activities will be assigned to demonstrate or apply content from the text and class discussions. **You cannot get credit for activities that are done on days you are absent, you leave early, or come in 10 minutes late. Late activities will not be accepted.** You are expected to keep up with your own grades. You should know your standing in the course at any time during the semester. Students will receive 2% additional points to their final grade if they miss no more than 1 day. **Students may lose 10% of their final grade or will be dropped from the class for any class that they are disrespectful the first time. This includes but is not limited to any cell phone activity, doing work for other classes, talking out of turn in a disruptive manner, sleeping, etc.**

Course Procedures

Assignments - Assignments must be completed on time. Late work will result in loss of points. Academic integrity is expected on all course assignments and activities.
Violations of academic integrity (e.g., plagiarism, cheating, etc.) are serious offenses and will be dealt with according to university policy.

Late Work, Make-Up Assignments and Examinations - If you miss a deadline, it must be for one of the following types of documentable reasons: death in the family, severe personal illness, university sponsored activities, etc. If you have an unexcused absence, you cannot make up that assignment or test. Additionally, because of time constraints, the instructor may elect not to grant make-up work for any reason. In order to take a make-up examination you must submit verifiable and official documentation to your instructor (e.g., a doctor’s note for the specific day missed). If your request is approved, you may take a make-up test on the appointed day. All make-up exams must be given for qualified persons within 1 week of the missed test.

Observance of a Religious Holy Day – Texas House Bill 256 requires institutions of higher education to excuse a student from attending classes or other required activities, including examinations, for the observance of a religious holy day. The student shall also be excused for time necessary to travel. An institution may not penalize the student for the absence and allows for the student to take an exam or complete an assignment from which the student is excused. No prior notification of the instructor is required.

Extra Credit - Extra credit can be earned for participation in departmental research conducted in or outside of class, if the opportunity arises. Extra credit points awarded will be determined by the nature of the project.

Student Conduct
All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. (See Code of Student Conduct from Student Guide Handbook). Students should also consult the Rules of Netiquette for more information regarding how to interact with students in an online forum: http://www.albion.com/netiquette/corerules.html

Texas A&M University-Commerce will comply in the classroom, and in online courses, with all federal and state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained.
ADA Statement

Students with Disabilities
The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

Office of Student Disability Resources and Services
Texas A&M University-Commerce
Gee Library- Room 132
Phone (903) 886-5150 or (903) 886-5835
Fax (903) 468-8148
StudentDisabilityServices@tamuc.edu
http://www.tamuc.edu/campusLife/campusServices/studentDisabilityResourcesAndServices/

Students who have concerns regarding their courses should first address those concerns with the assigned instructor in order to reach a resolution. Students who are unsatisfied with the outcome of that conversation or have not been able to meet individually with their instructor, whether in-person, by email, by telephone, or by another communication medium, should then schedule an appointment with the Department Head or Assistant Department Head by completing a Student Grievance Form (available in the main office, HL 141). In the event that the instructor is the Department Head, the student should schedule a meeting with the Dean of the College of Arts, Sciences, and Humanities after following the steps outlined above; if the instructor is the Assistant Department Head, students should schedule a meeting with the Department Head. Where applicable, students should also consult University Procedure 13.99.99.R0.05 ("Student Appeal of Instructor Evaluation").

Instructor ☐ Dr. Susan Stewart, Assistant Department Head or Dr. Hunter Hayes, Department Head

Fall 2015
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