# http://www.ric.edu/webcommunications/images/SealWithText_Small_Black.pnggraduate COMMITTEE curriculum PROPOSAL FORM

## Cover page Scroll over blue text to see further [instructions](#instructions)

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| --- | --- | --- | --- | --- | --- | --- |
| A.1. [Course or program](#Proposal) | **mgt543 Project Communications Management** | | | | |  |
| [Replacing](#Ifapplicable) |  | | | | |  |
| A.2. [Proposal type](#type) | **Course: creation** | | | | |  |
| A.3. [Originator](#Originator) | **Paul Jacques** | | [Home department](#home_dept) | | **Management and Marketing** | |
| A.4. [Rationale](#Rationale)/Context | **This course is will address the learning objectives as defined by The Project Management Institute’s Body of Knowledge for Project Management Professionals. The scope of this course partially addresses the 1st, 2nd, 7th and 10th of 10 knowledge areas. These knowledge areas are: Project Integration Management, Project Scope management, Project Communications Management and Project Stakeholder Management. This course explores communication techniques that will equip project managers with the skills they need to deal effectively with issues relating to resources, stakeholders, global teams, and changing technology. Topics covered will include learning how to manage conflict, creating a positive team environment, running effective meetings, and managing successful projects.**  **This course represents new learning opportunities for students and will significantly add to the student’s greater insight to the field of Operations Management from the communications perspective.** | | | | | |
| A.5. [Student impact](#student_impact) | **There is no negative student impact. The course broadens the options that students have to choose from in the pursuit of the MS Operations Management degree.** | | | | | |
| A.6. Impact on other programs | **none** | | | | | |
| A.7. [Resource impact](#Resource) | *[Faculty PT & FT](#faculty" \o "Need to hire new full-time or part-time faculty? This is where you indicate if this proposal will be affecting FLH in your department/program.)*: | **Two new full-time faculty members would be needed in the Fall of 2018 to support this proposal and the package of related proposals. One faculty member would be a Ph.D. while the other would be an Executive in Residence, professionally qualified.** | | | | |
|  | [*Library*:](#library) | **no impact** | | | | |
|  | [*Technology*](#technology) | **no impact** | | | | |
|  | [*Facilities*](#facilities): | **Classroom in the evening will be needed.** | | | | |
|  | *Promotion/ Marketing needs* | **None…part of overall MS Operations Management promotion package.** | | | | |
| A.8. [Semester effective](#Semester_effective) | **Fall 2018** | A.9. Rationale if sooner than next fall | |  | | |

B. [NEW OR REVISED COURSES](#delete_if):

|  | Old ([for revisions only](#Revisions) – list only information that is being revised) | New |
| --- | --- | --- |
| B.1. [Course prefix and number](#cours_title) |  | **MGT 543** |
| B.2. Cross listing number if any |  |  |
| B.3. [Course title](#title) |  | **Project Communications Management** |
| B.4. [Course description](#description) |  | **This course examines various styles of communication and conflict resolution. Students will develop communication, conflict management, and negotiation skills.** |
| B.5. [Prerequisite(s)](#prereqs) |  | **Graduate status, MGT537** |
| B.6. [Offered](#Offered) |  | **Annually** |
| B.7. [Contact hours](#contacthours) |  |  |
| B.8. [Credit hours](#credits) |  | **4** |
| B.9. [Justify differences if any](#differences) |  | |
| B.10. [Grading system](#grading) |  | **Letter grade** |
| B.11. [Instructional methods](#instr_methods) |  | **Fieldwork | Internship | Laboratory | Lecture | Practicum | Seminar | Small group | xx Individual | Studio work |** [**% Online**](#Online) |
| B.12.[Categories](#required) |  | **Major/program free elective; Requirement for CGS in Project Management** |
| B.13. [How will student performance be evaluated?](#performance) |  | **Attendance | Class participation | Clinical work | Exams | Fieldwork | Presentations | Papers |**  **Class Work | Interviews | Quizzes |**  **Performance Protocols | Projects |**  **| Reports of outside supervisor | Studio work** |
| B.14. [Redundancy with, existing courses](#competing) |  |  |
| B. 15. Other changes, if any |  | |

| B.16**.** [**Course learning outcomes**](#outcomes)**: List each outcome in a separate row** | [**Professional organization standard(s)**](#standards)**, if relevant** | [**How will the outcome be measured?**](#measured) |
| --- | --- | --- |
| 1. Demonstrate how to build and communicate effectively with teams. 2. Compare various methods for improving project communication and managing conflict. 3. Formulate a set of best practices for effective project communication | The scope of this course partially addresses the 1st, 2nd, 7th and 10th of 10 knowledge areas of the Project Management Institute’s (PMI) Body of Knowledge. | Learning outcomes will be measured via quizzes, multiple examinations per semester, and student responses to multiple case studies throughout the semester. |
|  |  |  |
|  |  | Click Tab from here to add rows |

| B.17. [**Topical outline**](#outline)**: Do NOT insert a full syllabus, only the topical outline** |
| --- |
| I Project Communication Concepts   * 1. Identifying stakeholders   2. Understanding the role of Project Communications in project management   3. Planning Project Communication   4. Working with Project Communications   5. Building trust   6. Centralized vs. distributed project management models   II. Improving Project Communication and Managing Conflict   * 1. Effective communication styles   2. Managing conflict through communication   3. Negotiation skills   4. Levels of conflict   5. Conflict management   6. Communication matrices   Ill. Project Communications in the Knowledge areas and project lifecycle processes  A. Communication tools to manage the core knowledge areas (integration, scope, time, cost, quality, risk, procurement)  B. Using communication tools in the project lifecycle processes (initiation, planning, executing, monitoring & controlling, closing)  C. Forensic project evaluation  D. Evaluating implementation and identifying improvement opportunities for future project teams. |

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| **INSTRUCTIONS FOR PREPARING THE CATALOG COPY**: The proposal must include all relevant pages from the college catalog, and must show how the catalog will be revised. (1) Go to the “Forms and Information” page on the Graduate Committee website. Scroll down until you see the Word files for the current catalog. (2) Download ALL catalog sections relevant for this proposal, including course descriptions and/or other affected programs. (3) Place ALL relevant catalog copy into a single file. Put page breaks between sections and delete any catalog pages not relevant for this proposal. (4) Using the track changes function, revise the catalog pages to demonstrate what the information should look like in next year’s catalog. (5) Check the revised catalog pages against the proposal form, especially making sure that program totals are correct if adding/deleting course credits. |

## D. Signatures

* Changes that directly impact more than one department/program MUST have the signatures of all relevant department chairs, program directors, and relevant dean (e.g. when creating/revising a program using courses from other departments/programs).
* Proposals that do not have appropriate approval signatures will not be considered.
* Type in name of person signing and their position/affiliation.
* Send electronic files of this proposal and accompanying catalog copy to [graduatecommittee@ric.edu](mailto:graduatecommittee@ric.edu) and a printed or electronic signature copy of this form to the current Chair of Graduate Committee. Check Graduate Committee website for due dates.

##### D.1. Approvals: required from programs/departments/deans who originate the proposal. may include multiple departments, e.g., for joint/interdisciplinary prposals.

| Name | Position/affiliation | [Signature](#_Signature" \o "Insert electronic signature, if available, in this column) | Date |
| --- | --- | --- | --- |
| Paul Jacques | Director, MS Operations Management Program |  |  |
| Mike Casey | Chair of Management and Marketing |  |  |
| Jeffrey Mello | Dean of the School of Business |  |  |

##### D.2. [Acknowledgements](#acknowledge): REQUIRED from OTHER PROGRAMS/DEPARTMENTS IMPACTED BY THE PROPOSAL. SIGNATURE DOES NOT INDICATE APPROVAL, ONLY AWARENESS THAT THE PROPOSAL IS BEING SUBMITTED. List all other programs and departments affected by this proposal. Signatures from these departments are required in the signature section. CONCERNS SHOULD BE BROUGHT TO THE GRADUATE COMMITTEE MEETING FOR DISCUSSION.

| Name | Position/affiliation | [Signature](#Signature_2) | Date |
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