

Conversation Module

Tuesday/Thursday

9:35 – 10:50 am

Lecture: Online only
Recitations: in-person



PROFESSOR

Matthew Koschmann, PhD

Office: Hellems 87B

Email: koschmann@colorado.edu

Phone: 303-492-2824

Office Hours: online and by appointment only

Zoom: <https://cuboulder.zoom.us/j/9157962563>

Skype: matt_koschmann

Teaching Assistants & Conversation Labs (in-person recitations):

Instructor	Email	Sections	Days	Times	Location
Bentley Brown *Lead TA	Bentley.Brown@colorado.edu	101	Thurs	11:10-12:00	LIBR E114
		105	Fri	11:30-12:20	MUEN E0046
Dani Soibelman	danielle.soibelman@colorado.edu	106	Fri	12:40-1:30	BFISKM150
		223	Fri	3:00-3:50	CLUB 106
Sasha DeKoninck	Sasha.DeKoninck@colorado.edu	221	Thr	3:55-4:45	MUEN E0046
		222	Thr	5:30-6:20	DUAN G130
Audrey Mayes	audrey.mayes@colorado.edu	103	Fri	9:10-10:00	WLAW 1B06
		104	Fri	10:20-11:10	DUAN G1B20
Matthew Pickard	matthew.pickard@colorado.edu	102	Fri	1:50-2:40	MUEN E0046
		108	Fri	3:00-3:50	WLAW 204


COURSE OBJECTIVES

Conversation is one of the most important social practices for our personal, professional, and public lives...it is the mechanism by which we create and maintain our relationships, coordinate and achieve our occupational responsibilities, and influence and participate in our democracy. Accordingly, the main objectives of this course are:

- (1) To understand and appreciate the significance of quality conversation in the key realms of our society: personal, professional, and public/political
- (2) To develop personal conversational skills and become a better conversationalist...and to participate in the “national conversation” more constructively
- (3) To develop a more critical understanding of how conversation constructs and perpetuates social identities...and the role of conversation in advancing diversity, equity, and inclusion

To achieve these objectives this course covers the following topics and ideas:


- Communication & social construction
- Technology
- Argumentation, logic, and reasoning
- Civility and public discourse
- Difficult conversations and controversial topics
- Hidden forces of conversation
- Difference, diversity, & inclusion
- Emotion & affect
- Listening & inquiry
- Truth, fake news, and alternative facts
- Democracy & civic engagement




Department of Communication

Learn to hone your C.R.A.F.T.


Thriving in the modern world requires the ability to diagnose problems and make adaptations, regardless of the context. Communication Specialists—with their **Creativity, Reflexivity, Analytical ability, Flexibility, and Transformative potential (their CRAFT)**—are uniquely able to analyze and understand the work of communication in the world and design the kinds of communication processes that generate satisfying, effective, just, and sustainable futures in relationships, organizations, and communities.




CREATIVE
Design innovative messages




CRAFT




TRANSFORMATIVE
Make a difference



RELATIONAL
Build quality connections



ANALYTICAL
Critique communication processes

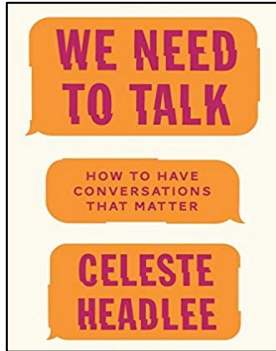


FLEXIBLE
Thrive in a variety of professions

COURSE MATERIALS

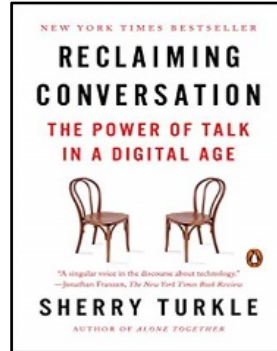
Required Books (purchase at CU Bookstore or online):

Required to purchase



We Need to Talk
By Celeste Headlee

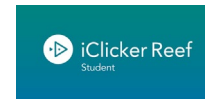
Optional to purchase*



Reclaiming Conversation
By Sherry Turkle

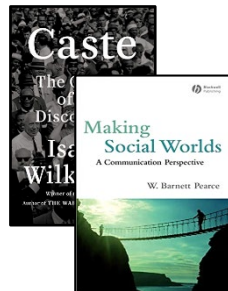
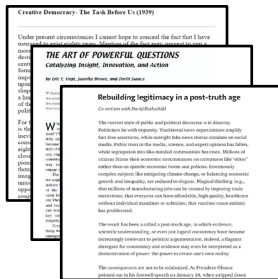
*Selected chapters available for free as .pdf files on Canvas, but some people like to get a hard copy or eBook instead

iClicker Cloud & Reef Account:

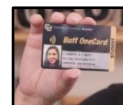


You will need an iClicker Reef account to participate in clicker questions for our online lectures (using your smartphone, tablet, or laptop). Learn how to create a Reef account [HERE](#).

Selected articles & chapters posted on canvas



***Print on campus with
Buff One Card**

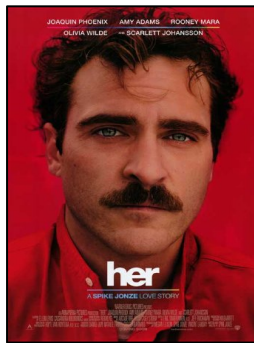
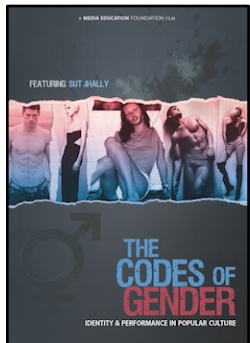


Click [HERE](#) for
printing instructions

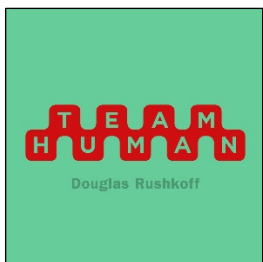
COURSE MATERIALS

(continued)

Films & documentaries posted on  canvas



Misc. Video Clips & Podcasts (free & in class or posted online):





COVID CLASS PROCEDURES

With CU Boulder's new COVID restrictions and teaching modalities our course has been redesigned to include **remote lectures** and **in-person recitation classes**. For the remote lectures, everyone will log on to the class Zoom meeting at 9:35 on Tuesdays and Thursdays. After some announcements and our first clicker question, I will share a pre-recorded lecture video for you to watch immediately and then everyone will return to the Zoom meetings after the video and a short break. We'll wrap up the Zoom meeting with further class discussion, breakout rooms, and a second clicker question.

For the in-person recitation classes, students are required to wear face masks at all times and sit at least six feet apart. Extra masks will be available in case you forget, but you cannot attend class in-person without a mask.

For remote classes, students are also expected to "attend" class the same way they would in person: appropriate dress, no phone usage, participate with iClickers, raise hands for questions or comments, etc. Webcams should remain on. Our TAs will monitor the Zoom call to make sure everyone is attending appropriately and to coordinate participation from the remote audience.

All office hours will be remote via Zoom.

As a matter of public health and safety due to the pandemic, all members of the CU Boulder community and all visitors to campus must follow university, department and building requirements, and public health orders in place to reduce the risk of spreading infectious disease. Required safety measures at CU Boulder relevant to the classroom setting include:

- Maintain 6-foot distancing when possible,
- Wear a face covering in public indoor spaces and outdoors while on campus consistent with state and county health orders,
- Clean local work area,
- Practice hand hygiene,
- Follow public health orders, and
- If sick and you live off campus, do not come onto campus (unless instructed by a CU Healthcare professional), or if you live on-campus, please alert [CU Boulder Medical Services](#).



COVID CLASS PROCEDURES (continued)

Students who fail to adhere to these requirements will be asked to leave class, and students who do not leave class when asked or who refuse to comply with these requirements will be referred to [Student Conduct and Conflict Resolution](#). For more information, see the policies on [COVID-19 Health and Safety](#) and [classroom behavior](#) and the [Student Code of Conduct](#). If you require accommodation because a disability prevents you from fulfilling these safety measures, please see the “Accommodation for Disabilities” statement on this syllabus.

Before returning to campus, all students must complete the [COVID-19 Student Health and Expectations Course](#). Before coming on to campus each day, all students are required to complete a [Daily Health Form](#). In this class, you may be reminded of the responsibility to complete the [Daily Health Form](#) and given time during class to complete it.

Students who have tested positive for COVID-19, have symptoms of COVID-19, or have had close contact with someone who has tested positive for or had symptoms of COVID-19 must stay home and complete the [Health Questionnaire and Illness Reporting Form](#) remotely. In this class, if you are sick or quarantined, please alert your professor and TA but you are not required to disclose the nature of your illness.

The most up to date COVID information for the University of Colorado Boulder is posted here: <https://www.colorado.edu/covid-19>

The complete student conduct expectations for the University of Colorado Boulder are posted here: <https://www.colorado.edu/today/2020/06/25/student-conduct-expectations-updates-fall-2020>

ASSIGNMENTS & GRADING

All assignments are graded on a 100-point scale and weighted by the percentages listed below

The 8-week Conversation Module is ½ of your grade for the full semester of CMCI 1010 (added to your grades from the Info Module

Online Lecture Clicker Questions

5%

The purpose of this assignment is to ensure consistent (not perfect) attendance and to make our online lectures more interactive. Two clicker questions will be offered in each lecture, one at the beginning and one at the end. There will be thirteen lectures where points are offered, for a total of 26 clicker points for this module. You are required to earn 24 clicker points for full credit on this assignment (i.e., you can miss a full lecture or two half lectures before your grade is affected...your lowest clicker grade will be dropped).

ConvoLab Participation (In-person Recitations)

10%

Each week we break into smaller classes we call *ConvoLabs* (conversation labs), which are equivalent to your recitations sections and are taught by our teaching assistants (TAs). The goal here is to put the lecture material into practice through a variety of activities, examples, and experiments. Your TA will assess your overall ConvoLab participation grade based on the following criteria:

- Consistent, substantive involvement in class discussions and activities
- Follow all campus COVID policies, procedures, and restrictions
- Don't consistently arrive late or leave early
- Not a distraction in class
- No cell phone use (laptops and tablets may be allowed in ConvoLabs for some activities)
- Attendance: required to attend all ConvoLabs unless excused absence approved by University of Colorado (medical appointment, athletic travel, family emergency, etc.)

Weekly Reading Quizzes

10% (2% x 5)

The purpose of this assessment is to ensure that everyone reads the course material prior to your ConvoLab on Thursday or Friday and has a general familiarity with the content. Quizzes involve 10 multiple choice items, a 30-minute time limit, and are open note/book/file. Each quiz also includes an additional response item where you will be asked to comment on some aspect of the course material for that week. These responses will be graded for insight and substance only (not correct or incorrect). Quizzes become available on Canvas Sunday mornings and need to be completed by 9:35 am on Thursdays (start of lecture). If you submit an accommodation for extra time we will change your time limit in Canvas.

Online Lecture Distractions

-10%

We have a large class so it is important that everyone acts responsibly and does not interfere with the learning of other students. We have the option to deduct up to 10% off your overall module grade for consistent distracting behavior during online lectures. This includes:

- Consistently arriving late and/or leaving early in a distracting manner
- Cell phone use (except for iClicker participation)
- Lack of participation in breakout groups
- Other distractions that interrupt or interfere with class
- Inappropriate online behavior

ASSIGNMENTS & GRADING (continued)

All assignments are graded on a 100-point scale and weighted by the percentages listed below

The 8-week Conversation Module is 1/2 of your grade for the full semester of CMCI 1010 (added to your grades from the Info Module

Personal Reflection Essay

5%

The purpose of this assignment is for you to reflect on your personal abilities as a conversationalist and identify areas for improvement and personal development.

**Complete assignment details will be posted on Canvas*

“Other” Conversation Analysis

5%

The purpose of this assignment is to expose yourself to a different conversation than you are used to and analyze the discussion. This could be a podcast, a TV news discussion, a live meeting, or anywhere else a substantive discussion takes place that is “other” to you.

**Complete assignment details will be posted on Canvas*

Optional revise-and-resubmit

Final Assessment Project: Conversation Case Study

15%

The purpose of this assignment is for you to demonstrate your ability to construct a meaningful conversation around an important social issue based on several of the principles and concepts of conversation we cover in our class. The goal is to bring multiple voices and perspectives into discussion with each other to develop an insightful understanding of the issue, and to create an artifact that can be used for further analysis (i.e., a transcript with discussion questions and instructor recommendations).

**Complete assignment details will be posted on Canvas*

Grading

This course follows the standard CU grading system:

A	92.5% and above	C	72.5 – 76.4%
A -	89.5 – 92.4%	C -	69.5 – 72.4%
B +	86.5 – 89.4%	D +	66.5 – 69.4%
B	82.5 – 86.4%	D	62.5 – 66.4%
B -	79.5 – 82.4%	D -	59.5 – 62.4%
C +	76.5 – 79.4%	F	59.4% or below

We use the following guidelines to inform our grading decisions:

A	Excellent...exceeds the minimum requirements with distinction
B	Good...goes beyond the minimum requirements to a fair degree
C	Average...meets the minimum requirements of the assignment
D	Poor...only meets some of the minimum requirements of the assignment
F	Failing...does not meet most of the minimum requirements of the assignment

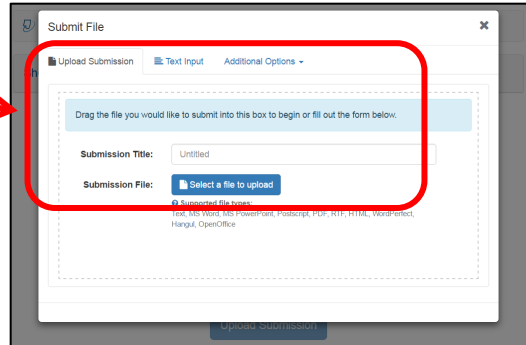
COURSE POLICIES

Assignment Submissions

Please submit all papers electronically through the file submission feature in *Canvas*

Assignment grades and comments will also be accessible through *Canvas*

****All assignments and quizzes are due by the specified date and time posted on Canvas (Mountain Standard Time)**



Technology Use in Class

A laptop, tablet, or desktop computer is required for online lectures. **In-person recitation classes are device-free.** Any course materials you want to access for in-person recitation classes (articles, chapters, PowerPoint slides, etc.) need to be printed and brought to class as hard copies—you are not allowed to access course materials on any devices during class (see printing instruction on p. 3 above).

Disabilities

If you qualify for accommodations because of a disability, please submit your accommodation letter from Disability Services to your faculty member in a timely manner so that your needs can be addressed. Disability Services determines accommodations based on documented disabilities in the academic environment. Information on requesting accommodations is located on the [Disability Services website](http://www.colorado.edu/disabilityservices/students) (www.colorado.edu/disabilityservices/students). Contact Disability Services at 303-492-8671 or dsinfo@colorado.edu for further assistance. If you have a temporary medical condition or injury, see [Temporary Medical Conditions](#) under the Students tab on the Disability Services website and discuss your needs with your professor.

A Commitment and Invitation from Our College

The College of Media, Communication, and Information (CMCI) strives to be a community whose excellence depends on diversity, equity, and inclusion. We aim to understand and challenge systems of privilege and disadvantage in higher education, such as those based on class, race, ethnicity, gender, sexuality, and dis/ability. We seek to reach across social and political divides and to make space for voices historically underrepresented in higher education and marginalized in society. In other words, diversity is not just a future reality for which we try to prepare students. It is a priority we want to put into practice here, now, and together, in order to foster places of learning where all members can thrive. Our question for you is, *how are we doing?* Please contact the CMCI diversity team (email Karen.Ashcraft@colorado.edu or see <https://www.colorado.edu/cmci/about-college/diversity-equity-and-inclusion/our-team>)...

- if you need support or other resources but don't know where to turn
- if any aspect of your educational experience with CMCI does not reflect the commitment expressed here, or if you want to share a positive instance of this commitment in action
- if you have any questions, concerns, or ideas related to diversity

We want to hear from you so that we can do better, and to support you however we can!

Classroom Behavior

Students and faculty each have responsibility for maintaining an appropriate learning environment. Those who fail to adhere to such behavioral standards may be subject to discipline. Professional courtesy and sensitivity are especially important with respect to individuals and topics dealing with race, color, national origin, sex, pregnancy, age, disability, creed, religion, sexual orientation, gender identity, gender expression, veteran status, political affiliation or political philosophy. Class rosters are provided to the instructor with the student's legal name. I will gladly honor your request to address you by an alternate name or gender pronoun. Please advise me of this preference early in the semester so that I may make appropriate changes to my records. For more information, see the policies on [classroom behavior](#) and the [Student Code of Conduct](#).

COURSE POLICIES

(continued)

Sexual Misconduct, Discrimination, Harassment, and/or Related Retaliation

The University of Colorado Boulder (CU Boulder) is committed to maintaining a positive learning, working, and living environment. CU Boulder will not tolerate acts of sexual misconduct, discrimination, harassment or related retaliation against or by any employee or student. CU's Sexual Misconduct Policy prohibits sexual assault, sexual exploitation, sexual harassment, intimate partner abuse (dating or domestic violence), stalking or related retaliation. CU Boulder's Discrimination and Harassment Policy prohibits discrimination, harassment or related retaliation based on race, color, national origin, sex, pregnancy, age, disability, creed, religion, sexual orientation, gender identity, gender expression, veteran status, political affiliation or political philosophy. Individuals who believe they have been subject to misconduct under either policy should contact the Office of Institutional Equity and Compliance (OIEC) at 303-492-2127. Information about the OIEC, the above referenced policies, and the campus resources available to assist individuals regarding sexual misconduct, discrimination, harassment or related retaliation can be found at the [OIEC website](#).

Preferred Names & Pronouns

CU Boulder recognizes that students' legal information doesn't always align with how they identify. Students may update their preferred names and pronouns via the student portal; those preferred names and pronouns are listed on instructors' class rosters. In the absence of such updates, the name that appears on the class roster is the student's legal name.

Religious Observance

Campus policy regarding religious observances requires that faculty make every effort to deal reasonably and fairly with all students who, because of religious obligations, have conflicts with scheduled exams, assignments or required attendance. We will make reasonable accommodations for students who have conflicts between religious observance dates and course requirements. Please approach me with these requests before the end of the second week of the semester. See the [campus policy regarding religious observances](#) for full details.

Academic Misconduct

All students enrolled in a University of Colorado Boulder course are responsible for knowing and adhering to [the academic integrity policy](#). Violations of the policy may include: plagiarism, cheating, fabrication, lying, bribery, threat, unauthorized access to academic materials, clicker fraud, resubmission, and aiding academic dishonesty. All incidents of academic misconduct will be reported to the Honor Code Council (honor@colorado.edu; 303-735-2273). Students who are found responsible for violating the academic integrity policy will be subject to nonacademic sanctions from the Honor Code Council as well as academic sanctions from the faculty member. Additional information regarding the academic integrity policy can be found at the [Honor Code Office website](#).

Deadlines

Unless otherwise noted, all assignments are due on the date/time indicated in the weekly schedule and on Canvas. Late work will receive a relative deduction unless you contact us BEFORE the due date with a legitimate reason.

WEEKLY SCHEDULE

Week/Dates	Topic		Readings/Assignments
WEEK 1: Basecamp – Orienting & Acclimating			
Aug 24-28	Lecture 1	<ul style="list-style-type: none"> ▪ Course Introduction 	<ul style="list-style-type: none"> ▪ PowerPoint Slides and lecture notes
	Lecture 2	<ul style="list-style-type: none"> ▪ Preparing for remote and in-person classes 	<ul style="list-style-type: none"> ▪ Practice iClickers
	ConvoLab (recitation)	Introduction to ConvoLabs	
WEEK 2: The SIGNIFICANCE of Conversation or <i>Conversation as Personal, Professional, & Public</i>			
Aug 31- Sept 4	Lecture 1	Conversation in Society	<ul style="list-style-type: none"> ▪ Required reading: Creative democracy ▪ Required reading: <i>We Need to Talk</i> intro & chapter 1
	Lecture 2	Understanding the role of technology	<ul style="list-style-type: none"> ▪ Required reading: The Case for Conversation ▪ Required reading: The Flight from Conversation
	ConvoLab (recitation)	Film discussion: <i>Her</i> (view on Canvas)	
WEEK 3: The MECHANISMS of Conversation or <i>Rethinking Communication</i>			
Sept 7-11	Lecture 1	Communication as Social Construction	<ul style="list-style-type: none"> ▪ Required reading: Making Social Worlds (ch 2) ▪ Optional reading: How Diamonds Became Forever
	Lecture 2	Listening	<ul style="list-style-type: none"> ▪ Required reading: <i>We Need to Talk</i> chapters 15 ▪ Required reading: Talk less, Listen More
	ConvoLab (recitation)	Discuss readings, additional activities TBD	
WEEK 4: The SKILL of Conversation or <i>Becoming a Great Conversationalist</i>			
Sept 14-18	Lecture 1	Conversation skills	<ul style="list-style-type: none"> ▪ Required reading: <i>We Need to Talk</i> chapters 6-11, 12-14, 16
	Lecture 2		<ul style="list-style-type: none"> ▪ Required reading: Humble Inquiry
	ConvoLab (recitation)	Discuss readings, additional activities TBD	Personal Reflection Assignment Due: Sunday, Sept. 20th @ 11:59 pm
WEEK 5: The ADVOCACY of Conversation or <i>The Practice & Place of Argument</i>			
Sept 21-25	Lecture 1	Understanding the nature of argument	<ul style="list-style-type: none"> ▪ Required reading: Stasis Theory
	Lecture 2	Crafting valid arguments	<ul style="list-style-type: none"> ▪ Required reading: Toulmin Model of Argumentation
	ConvoLab (recitation)	Assessing arguments using Stasis Theory and Toulmin model, additional activities TBD	

WEEK 6: The OTHER in Conversation or *Difference, Diversity, & Inclusion*

Sept 28- Oct 2	Lecture 1	Navigating the landscape of social identity: Race, gender, class, & age	<ul style="list-style-type: none"> Required reading: America’s Enduring Caste System Required reading: Speak for Yourself Required reading: Speaking as a White Male... Required reading: Ok, Boomer Optional reading: Difference Matters
	Lecture 2		<ul style="list-style-type: none"> Required reading: Linguistic Style Required reading: Wall Street Bro Talk Required film: <i>Codes of Gender</i> (view on Canvas) Optional reading: Myth of Mars & Venus
	ConvoLab (recitation)	Discuss readings, additional activities TBD	“Other” Conversation Assignment Due: Sunday, Oct. 4th @ 11:59 pm

WEEK 7: The NATIONAL Conversation or *Civic Engagement & Public Deliberation*

Oct 5-9	Lecture 1	<p>The <i>WHAT, WHY, and WHEN</i> of our national conversation</p> <ul style="list-style-type: none"> Democracy & public discourse <p><i>WHERE</i> are we talking...and <i>WHERE</i> are we getting our information from?</p> <ul style="list-style-type: none"> Truth & reality Fake news, alternative facts, & disinformation 	<ul style="list-style-type: none"> Required reading: The Futility of National Conversation Required reading: Complicating the Narratives Required reading: Rebuilding Legitimacy in a Post-Truth Age Required reading: No one Believes Anything ----- Optional reading: Democracy is for the Gods Optional reading: Truth Lies Here
	Lecture 2	<p><i>WHO</i> are we talking to...and <i>HOW</i> do we talk to each other?</p> <ul style="list-style-type: none"> Civility? Online shaming & call-out/cancel culture 	<ul style="list-style-type: none"> Required reading: Two Concepts of Civility Required reading: Callout Culture is Toxic Required reading: 10 Theses about Cancel Culture Required reading: Hidden Tribes Report (executive summary) ----- Optional reading: full Hidden Tribes Report Optional reading: The Cruelty of Callout Culture Optional reading: 6 Signs your Callout is about Ego and not Accountability
	ConvoLab (recitation)	National conversation case study	<ul style="list-style-type: none"> Podcast: Which Opinions are Out of Bounds?

WEEK 8: Finals Week – Conversation Case Study

Oct 12-16	No lectures or recitations ... work on final assessment projects	<p style="text-align: center;">No classes</p> <p style="text-align: center;">Sign up for extra office hours with TAs and/or professor</p> <div style="text-align: center; border: 2px solid black; background-color: yellow; padding: 5px;"> <p>Final assessment due: Friday, October 16th @ 11:59 pm</p> </div>
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