GEORGE MASON UNIVERSITY
College of Education and Human Development
Hospitality, Tourism and Events Management

TOUR 110 DL2 Professionalism and Civility
1 credit, Spring 2018
Online

Faculty
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Prerequisite: None

University Catalog 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.

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.

Course 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, March, 19th 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:

- o   Adobe Acrobat Reader: http://get.adobe.com/reader/
- o   Windows Media Player: http://windows.microsoft.com/en-US/windows/downloads/windowsmedia-player
- o   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).**
- Log-In   Frequency**:** Students must actively check the course Blackboard site and their GMU email for communications from the instructor, class discussions, and access the course materials at least 3 times per week.
- Participation: Students are expected to actively engage in all course activities throughout the semester, which includes viewing all course materials, completing course activities and assignments, and participating in course discussions and group interactions.
- Technical Competence: Students are expected to demonstrate competence in the use of all course technology. Students who are struggling with technical components of the course are expected to seek assistance from the instructor and/or College or University technical services.
- Technical Issues: Students should anticipate some technical difficulties during the semester and should, therefore, budget their time accordingly. Late work will not be accepted based on individual technical issues.
- Workload: Please be aware that this course is **not** self-paced. Students are expected to meet *specific deadlines* and *due dates* listed in the **Class Schedule** section of this syllabus. It is the student's responsibility to keep track of the weekly course schedule of topics, readings, activities and assignments due.
- Instructor Support: Students may schedule a one-on-one meeting to discuss course requirements, content or other course-related issues. Those unable to come to a Mason campus can meet with the instructor via telephone or web conference. Students should email the instructor to schedule a one-on-one session, including their preferred meeting method and suggested dates/times.
- Netiquette: The course environment is a collaborative space. Experience shows that even an innocent remark typed in the online environment can be misconstrued. Students must always re-read their responses carefully before posting them, so as others do not consider them as personal offenses. *Be positive in your approach with others and diplomatic in selecting your words.* Remember that you are not competing with classmates, but sharing information and learning from others. All faculty are similarly expected to be respectful in all communications.
- Accommodations: Online learners who require effective accommodations to insure accessibility must be registered with George Mason University Disability Services.

Learner Outcomes:
This course is designed to enable students to do the following:
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.

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

Course Performance Evaluation
Students are expected to submit all assignments on time in the manner outlined by the instructor (e.g., Blackboard, Tk20, hard copy).

Professional Dispositions

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: http://cehd.gmu.edu/values/.

GMU Policies and Resources for Students

Policies

- Students must adhere to the guidelines of the Mason Honor Code (see http://oai.gmu.edu/the-mason-honor-code/).

- 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 Mason 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 with disabilities who seek accommodations in a course must be registered with George Mason University Disability Services. Approved accommodations will begin at the time the written letter from Disability Services is received by the instructor (see http://ods.gmu.edu/).

- Students must follow the university policy stating that all sound emitting devices shall be silenced during class unless otherwise authorized by the instructor.

Campus Resources

- Support for submission of assignments to Tk20 should be directed to tk20help@gmu.edu or https://cehd.gmu.edu/api/tk20. Questions or concerns regarding use of Blackboard should be directed to http://coursessupport.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/).

- 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 Office of Student Support staff helps students negotiate life situations by connecting them with appropriate campus and off-campus resources. Students in need of these services may contact the office by phone (703-993-5376). Concerned students, faculty and staff may also make a referral to express concern for the safety or well-being of a Mason student or the community by going to http://studentsupport.gmu.edu/, and the OSS staff will follow up with the student.

For additional information on the College of Education and Human Development, please visit our website https://cehd.gmu.edu/.

Class Schedule

TENTATIVE COURSE SCHEDULE:

WEEK	TOPIC
Week 1 3/19 – 3/24 Due by 3/24 at 11:00 pm	**Introduction** **Civility Overview/History of Civility** • *Review the Week 1 PowerPoint Slides* • *Read pages 3 – 32 (Choosing Civility)* • *Complete the Civility Survey Assignment* • *Discussion Board – Introductions & What Does Civility Mean to You?* • *Groups are Assigned*
Week 2 3/26 – 3/31 Due by 3/31 at 11:00 pm	**Personal Civility – 25 Rules of Civility** • *Review Week 2 PowerPoint Slides (25 Rules of Considerate Behavior)* • *Read pages: 33 – 157 (Choosing Civility)* • *Complete the Considerate Behavior Assignment* • *Group Project – Choose your country for International Protocol Assignment*
Week 3 4/2 – 4/7 Due by 4/7 at 11:00 pm	**Social Responsibility** • *Review Week 3 PowerPoint Slides (Social Responsibility)* • *View Video Presentation – Guest Presenter* • *Discussion Board – Social Responsibility*
Week 4 4/9 – 4/14 Due by 4/14 at 11:00 pm	**Table Etiquette** • *Review PowerPoint Slides (Etiquette)* • *Discussion Board - Etiquette*

Week 5 4/16 – 4/21 Due by 4/21 at 11:00 pm	**Inclusion & Tolerance** • *Video (Assuming the Best)* • *Discussion Board – Library Disturbance* • *International Protocol Assignment*
Week 6 4/23 – 4/28 Due by 4/28 at 11:00 pm	**Workplace Civility** • *Review Week 7 PowerPoint Slides (Civility in the Workplace)* • *Interview Assignment* *Discussion Board – International Business Protocol*
Week 7 4/30 – 5/5 Due by 5/5 at 11:00 pm	**Final Week** • *Review Business Letter Powerpoint Slides* *Final Civility Paper Due* by 5/5 at 11:00 pm

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	60
Each week students are required to turn in assignments and participate in discussion boards, unless noted otherwise.	
Group Project – International Protocol	**20**
Final Civility Paper	**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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- 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.

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