



## **INFO 7385 Managerial Communications for Engineers**

### **Course Information**

Course Title: Managerial Communications for Engineers  
Course Number: INFO 7385  
Term and Year: Spring 2022  
Credit Hour: 4  
Course Format: On-Ground

### **Instructor Information**

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### **Course Prerequisites**

N/A

### **Course Description**

Focuses on communication strategies and tactics for engineers at the interpersonal, team, and organizational level. Course topics include forms (oral and written), styles, and differences in communication; coaching and giving feedback to staff; and building teams, managing conflict, and special topics in organizational communication. The primary goal is to strengthen the students' social and emotional intelligence skills to help them progress along their engineering career path. Combines academic content with practical skill-building activities.

### **Standard Learning Outcomes**

*Learning outcomes common to all College of Engineering Graduate programs:*

- 1. An ability to identify, formulate, and solve complex engineering problems.*
- 2. An ability to explain and apply engineering design principles, as appropriate to the program's educational objectives.*
- 3. An ability to produce solutions that meet specified end-user needs with consideration of public health, safety, and welfare, as well as global, cultural, social, environmental, and economic factors.*

*The Information Systems Program accepts students of different engineering backgrounds with minimum programming skills and produces first class Information Systems engineers that operate at the intersection of real-world complexity, software development, and IT management. Graduating students will be able to construct end-to-end advanced software applications that meet business needs.*

*Specific Learning Outcomes for the Information Systems program:*

- 1. Create a strong technical foundation through diverse, high-level courses*
- 2. Built crucial interpersonal skills needed to succeed in any industry*
- 3. Foster a deep level of applied learning through project based case studies*

## **Course Outcomes and Assessment Standards**

Student learning outcomes are statements indicating the measurable outcomes of the course from the learner's perspective. They describe the intended purpose of learning: the end results of the learning experience at the course level which should be aligned with the program level outcomes recorded in the College AQA process. These statements answer the question "What should the students be able to do by the end of the course?" E.g., Based on satisfactory completion of this course, a student should be able to ...

### **BIO**

My name is Maricla Pirozzi and I am the lecturer for INFO7385 – Managerial Communication for Engineering.

The goal of this course is to help our students grow into professional engineers who can communicate effectively in the workplace. Although I am not an engineer myself, I have worked with many engineers in a variety of capacities over the course of my career. Engineers, throughout their own careers, need to use communication skills to master in their jobs. At Fortune 500 companies such as Oracle, SAP, and Citrix, I helped engineers clarify and communicate ideas to executives, clients, and journalists. I worked with many engineers to improve their presentation skills, as well as their technical and business writing.

I strongly believe that all engineers, no matter the industry, find themselves have a lot in common that transcends gender and cultural backgrounds. Engineers bring a lot of focus and rigor to their research and problem solving, the rigor that leads to success is driven by one's ability to communicate. A friend and engineer once told me that "engineers in general, and engineering leaders in particular, have to be exceptional communicators if they are going to make an impact on the world". In this course, I draw on experiences from my life and career to bring you the information you need to learn to communicate effectively as an engineer in the workplace.

### **Overview**

Engineers must possess a range of business communication skills that enable them to effectively communicate the purpose and relevance of their idea, process, or technical design.

This course is designed to help students master a variety of communication strategies and type of writing relevant to a career in the engineering field. The writing learned in this course includes everyday forms of communication, such as email, memos, letters, technical descriptions, and instructions. The course concludes with an academic research report and professional proposal.

In this class you will learn how to gather, organize, and present information effectively according to audience and purpose. Covered will be:

- Oral reports and public speaking
- Teamwork, participation in group meetings, and interviews
- Use of visuals and audio to communicate material
- Research techniques using the library and the Internet

### **Course Outcomes**

- Gain the ability to communicate their individuality, professionalism, and technical skill sets

- Gain the ability to successfully formulate spoken and written thoughts in a professional setting
- Learn how to utilize the perception of one's surrounding work environment and identify stakeholders for effective and successful communication

## **Texts and Related Materials**

David F. Beer and David McMurrey, *Guide to Writing as an Engineer*, 2nd ed., Wiley, 2004, ISBN: 0471430749.

## **Methodology**

A challenge for many engineers in higher education is bridging the gap between academia and practice. Teaching using case studies is a well-established tool for this purpose. The case method is used to promote communication skills that are necessary for effective professional career development and team work. Industry case studies, problem-solving exercises, and results feedback will be used in this course to examine and understand effective communication skills and strategies. The use of case studies and problem solving exercises in this course requires students to support their points of view and reasons for actions.

## **Participation**

### **Attendance**

Class attendance is mandatory. In extenuating circumstances, one week's "absence" may be allowed with pre-approval by the instructor. Request must occur at least 72 hours in advance and in writing. In this situation, students should notify the instructor as soon as possible.

## **Policy on late work**

All due dates are firm with no extensions will be given except in extreme cases. If you have a documented personal emergency, permission for an extension may be granted by the instructor in writing. No assignments will be accepted after three days beyond the due date. Points will be deducted for late work as follows: 1-day = 1 point, 2 days = 3 points, 3rd day = 5 points, and no work after end of day#3. Technical difficulty or work commitments are not considered an acceptable excuse for not submitting work on time.

## **End-of-Course Evaluation Surveys**

Your feedback regarding your educational experience in this class is very important to the College of Professional Studies. Your comments will make a difference in the future planning and presentation of our curriculum.

At the end of this course, please take the time to complete the evaluation survey at <https://neu.evaluationkit.com>. Your survey responses are **completely anonymous and confidential**. For courses 6 weeks in length or shorter, surveys will be open one week prior to the end of the courses; for courses greater than 6 weeks in length, surveys will be open for two weeks. An email will be sent to your HuskyMail account notifying you when surveys are available.

## **Academic Integrity**

A commitment to the principles of academic integrity is essential to the mission of Northeastern University. The promotion of independent and original scholarship ensures that students derive the most from their

educational experience and their pursuit of knowledge. Academic dishonesty violates the most fundamental values of an intellectual community and undermines the achievements of the entire University.

As members of the academic community, students must become familiar with their rights and responsibilities. In each course, they are responsible for knowing the requirements and restrictions regarding research and writing, examinations of whatever kind, collaborative work, the use of study aids, the appropriateness of assistance, and other issues. Students are responsible for learning the conventions of documentation and acknowledgment of sources in their fields. Northeastern University expects students to complete all examinations, tests, papers, creative projects, and assignments of any kind according to the highest ethical standards, as set forth either explicitly or implicitly in this Code or by the direction of instructors.

Go to <http://www.northeastern.edu/osccr/academic-integrity-policy/> to access the full academic integrity policy.

### **Student Accommodations**

Northeastern University and the Disability Resource Center (DRC) are committed to providing disability services that enable students who qualify under Section 504 of the Rehabilitation Act and the Americans with Disabilities Act Amendments Act (ADAAA) to participate fully in the activities of the university. To receive accommodations through the DRC, students must provide appropriate documentation that demonstrates a current substantially limiting disability.

For more information, visit <http://www.northeastern.edu/drc/getting-started-with-the-drc/>.

### **Library Services**

The Northeastern University Library is at the hub of campus intellectual life. Resources include over 900,000 print volumes, 206,500 e-books, and 70,225 electronic journals.

For more information and for Education specific resources, visit <http://subjectguides.lib.neu.edu/edresearch>.

### **24/7 Blackboard Technical Help**

For immediate technical support for Blackboard, call 617-373-4357 or email [help@northeastern.edu](mailto:help@northeastern.edu)

Within Blackboard, open a support case via the red support button on the right side of the screen, click Create Case

myNortheastern, e-mail, and basic technical support

Visit the [Information Technology Services \(ITS\) Support Portal](#)

Email: [help@northeastern.edu](mailto:help@northeastern.edu)

ITS Customer Service Desk: 617-373-4357

### **Diversity and Inclusion**

Northeastern University is committed to equal opportunity, affirmative action, diversity and social justice while building a climate of inclusion on and beyond campus. In the classroom, member of the University community work to cultivate an inclusive environment that denounces discrimination through innovation, collaboration and an awareness of global perspectives on social justice.

Please visit <http://www.northeastern.edu/oidi/> for complete information on Diversity and Inclusion

## **TITLE IX**

*Title IX of the Education Amendments of 1972 protects individuals from sex or gender-based discrimination, including discrimination based on gender-identity, in educational programs and activities that receive federal financial assistance.*

Northeastern's Title IX Policy prohibits Prohibited Offenses, which are defined as sexual harassment, sexual assault, relationship or domestic violence, and stalking. The Title IX Policy applies to the entire community, including male, female, transgender students, faculty and staff.

In case of an emergency, please call 911.

***Please visit [www.northeastern.edu/titleix](http://www.northeastern.edu/titleix) for a complete list of reporting options and resources both on- and off-campus.***