

CMS346

## *Using Communication Technology at Work*

Schedule & Reading List

Spring 2023

Revised on February 4, 2023<sup>1</sup>

<b>Week 1</b>	<b>Talking About Technologies at Work</b>
January 9	Syllabus, Introductions
January 11	Julian Orr – “Vignettes of Work in the Field” from <i>Talking about Machines</i> (excerpt, p. 14 – 23) <i>Onboarding</i> – Self-Guided Project Rubric
January 13	<i>Due</i> – Self-Guided Project 1
<b>Week 2</b>	<b>Strategies for Evaluating Communication Technologies</b>
January 16	No class meeting! In observance of Dr. Martin Luther King Jr. Day
January 18	Sirka L. Jarvenpaa and Karl. L. Lang – “Managing the Paradoxes of Mobile Technology” in <i>Information Systems Management</i>
January 20	<i>Due</i> – Self-Guided Project 2
<b>Week 3</b>	<b>Media Choice: Matching Tools to Tasks</b>
January 23	Keri K. Stephens & Alf Saetre – “Media Choice and ICT Use” from <i>Information and Communication Technologies in Action</i>
January 25	Mari-Klara Stein, Robert D. Galliers and M. Lynne Markus – “Towards an Understanding of Identity and Technology in the Workplace” in <i>Journal of Information Technology</i>
January 27	<i>Due</i> – Self-Guided Project 3
<b>Week 4</b>	<b>Impression Management: Your Professional Image Online</b>
January 30	Katherine Miller – “Organizational Culture” from <i>Organizational Communication Approaches and Processes</i> (excerpt, p. 89 – 93) Stephanie Schnurr – “Workplace Culture” from <i>Exploring Professional Communication</i> (excerpt, p. 58-59)
February 1	Class Cancelled – Ice
February 3	<i>Due</i> – Self Guided Project Cancelled

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<sup>1</sup> *Note:* This syllabus is a living document that will likely change throughout the semester. Please ensure you have the most updated version.

**Week 5      Multi-Generational Workplaces**

- February 6      Tracey E. Rizzuto – “Age and Technology Innovation in the Workplace: Does Work Context Matter?” in *Computers and Human Behavior*
- February 8      Jazmine Hughes – “Need to Keep Gen Z Workers Happy? Hire a Generational Consultant” in *The New York Times Magazine*
- S. Mitra Kalita – “What to Know When 5 Generations Share an Office” in *Charter*
- February 10      **Due** – Self-Guided Project 4

**Week 6      Changing Office Technologies and the Diffusion of Innovation**

- February 13      Larry D. Browning and Jan-Oddvar Sornes – “Rogers’ Diffusion of Innovations” from *Information and Communication Technologies in Action*
- February 15      Institute for the Future – “Diffusion of Innovation in Health Care”
- February 17      **Due** – Self-Guided Project 5

**Week 7      Social Media in the Workplace**

- February 20      Ariane Ollier-Malaterre, Nancy Rothbard and Justin Berg – “When Worlds Collide in Cyberspace: How Boundary Work in Online Social Networks Impacts Professional Relationships” in *The Academy of Management Review*
- Kashmir Hill – “Our Digital Pasts Weren’t Supposed to be Weaponized Like This” in *The New York Times*
- February 22      Elaine Bucher, Christian Fieseler, and Anne Suphan – “The Stress Potential of Social Media in the Workplace” in *Information, Communication and Society*
- February 24      **Due** – Self-Guided Project 6
- Posted** – Study Guide for Exam 1: Midterm

**Week 8      Remote Work: Working in the Age of Covid-19**

- February 27      Christina Wasson – “Multitasking During Virtual Meetings” from *Human Resource Planning*
- March 1      Paul Leonardi, Jeffrey Treem, Michelle Jackson – “The Connectivity Paradox: Using Technology to Both Decrease and Increase Perceptions of Distance in Distributed Work Arrangements” in *Journal of Applied Communication Research*
- March 3      **Due** – Nothing! Dedicated time to Study Guide
- < End Content for Exam 1 >

**Week 9**

March 6 Midterm Review Session

March 8 **Exam 1: Midterm**

March 10 *Due* – Nothing! 1.5 – 3 hours of self-care after the exam

**Week 10 Spring Break**

March 13- 18 No class!

**Week 11 Work/Life Boundaries**

March 20 Jia Tolentino – “The I in Internet” from *Trick Mirror* (p. 1 - 33)

March 22 Cal Newport - “Join the Attention Resistance” from *Digital Minimalism* (p. 213-248)

March 24 *Due* – Self-Guided Project 7

Catherine Price – *How to Break-Up with Your Phone* (activities)

**Week 12 The Future of Technology at Work: Work beyond Workplaces**

March 27 Cal Newport – “How to Achieve Sustainable Remote Work” in *New Yorker*

Margaret O’Mara – “The Limits of Telecommuting” in *Public Books*

March 29 Bonnie A. Nardi, Steve Whittaker, and Erin Bradner – “Interaction and Outeraction: Instant Messaging in Action” in *Proceedings of Computer Supported Cooperative Work*

Zoe Schiffer – “Emotional Baggage” and “The Away Scandal is A Moment of Reckoning for Slack” in *The Verge*

March 31 *Due* – Self-Guided Project 8

**Week 13 The Future of Technology at Work: Management beyond Managers**

April 3 Louis Menand – “What Personality Tests Really Deliver” in *New Yorker*  
Seyoung Kim, Jiyoung Ha, Juho Kim – “Detecting Personality Unobtrusively from Users’ Online and Offline Workplace Behaviors” in *Proceedings of Human Factors in Computing*

April 5 Gabrielle M. Rejouis – “Why Is It Okay for Employers to Constantly Surveil Workers?” in *Slate: Future Tense*

Laurie Clark – “Algorithmic Bosses are Moving Beyond the Gig Economy” in *TechMonitor*

April 7 *Due* – Self-Guided Project 9

**Week 14 Email**

April 10 Flex Day

April 12 David Shipley & Will Schwalbe – “Six Essential Types of Email” from *Send: Why People Email So Badly and How to Do It Better*

April 14 **Due** – Self-Guided Project 10  
Janis Chan – *Email: A Write It Well Guide* (activities)  
**Posted** – Study Guide for Exam 2: Final

**Week 15 Slide Decks**

April 17 Nancy Duarte – “Creating Ideas, Not Slides” from *Slideology*

April 19 Nancy Duarte – “Thinking Like a Designer” and “Arranging Elements”  
from *Slideology*

April 21 **Due** – Self-Guided Project 11

**Week 16**

April 24 Last Day of Class

**Finals**

April 29 **Exam 2: Cumulative Final** – Saturday 1:00-3:00pm