



OL 125 Module Three Short Response Guidelines and Rubric

Overview: With unstable economies becoming increasingly more common, businesses look to different aspects of their company to save money, improve performance, and boost their position amongst their competitors. One of the most important areas of focus is human relations, which directly influences productivity, motivation, and employee retention. In order for you to succeed professionally, you will need to develop a special set of human relations skills that includes self-awareness, strong leadership qualities, the ability to motivate, and the ability to facilitate communication.

As you have read, the communication process is vital to organizations to positively impact organizational culture, ensure employees have the right information they need to be effective, and enable individuals to make the right decisions at the right time—sometimes in critical situations.

For this assessment, you will write a short response paper in which you engage with the primary skills that are necessary for successful leadership and organizational relations across the business environment. In this short response, you will address your own knowledge of human relations and your interpretation of the reading materials and other resources provided to you in this course.

This assessment addresses the following course outcome:

- Explain how the communications process in leadership situations affects positive human relations

Prompt: For this short response paper, you will be asked to outline the communication process and discuss how communication can positively impact human relations in organizations. In doing this, you will address each of the elements below in one paragraph each. You may wish to refer to Page 3.3 of your webtext for assistance.

Specifically, the following **critical elements** must be addressed:

- I. **Communication Process:** Describe the main elements involved in the communication process in your own words, including their importance to organizational culture.
- II. **Common Barriers to Communication:** Define a common barrier to communication and provide a brief example of how this barrier impacted the communication process from your own experience in a workplace or group setting.
- III. **Communication and Leadership:** Describe how you, as a leader, use the communication process to impact positive human relations. Provide at least one example of a time when you have used communication effectively.

Rubric

Guidelines for Submission: Your short response paper should be 3 paragraphs (250–300 words) in length. It should use double spacing, 12-point Times New Roman font, and one-inch margins. Sources should be cited according to APA style.

Instructor Feedback: This activity uses an integrated rubric in Blackboard. Students can view instructor feedback in the Grade Center. For more information, review [these instructions](#).

Critical Elements	Exemplary (100%)	Proficient (85%)	Needs Improvement (55%)	Not Evident (0%)	Value
Communication Process	Meets “Proficient” criteria and demonstrates a sophisticated grasp of the communication process	Describes the main elements involved in the communication process, including their importance to organizational culture	Describes the main elements involved in the communication process, including their importance to organizational culture, but does not use original language or contains inaccuracies	Does not describe the main elements involved in the communication process, including their importance to organizational culture	31
Common Barriers to Communication	Meets “Proficient” criteria, and example is especially illustrative of how barriers can impact the communication process	Defines a common barrier to communication and provides a brief, personal example of how this barrier impacted the communication process	Defines a common barrier to communication and provides a brief, personal example of how this barrier impacted the communication process, but definition contains inaccuracies or example does not support response	Does not define a common barrier to communication and does not provide a brief, personal example of how this barrier impacted the communication process	31
Communication and Leadership	Meets “Proficient” criteria, and example is especially illustrative of how you use the communication process to positively impact human relations in leadership situations	Describes how you use the communication process to impact positive human relations as a leader, providing example(s) of a situation where you used effective leadership communication	Describes how you use the communication process to impact positive human relations as a leader, providing example(s), but description contains inaccuracies or example does not support response	Does not describe how you use the communication process to impact positive human relations as a leader or does not provide example(s) of leadership communication	31
Articulation of Response	Submission is free of errors related to citations, grammar, spelling, syntax, and organization and is presented in a professional and easy-to-read format	Submission has no major errors related to citations, grammar, spelling, syntax, or organization	Submission has major errors related to citations, grammar, spelling, syntax, or organization that negatively impact readability and articulation of main ideas	Submission has critical errors related to citations, grammar, spelling, syntax, or organization that prevent understanding of ideas	7
Total					100%