Business Administration

Winter 2020

BUS 102A, Interpersonal Skills for Business
3 credits/2 hours lecture, 1 hour tutorial

Develops the interpersonal communication skills that managers need in order to function effectively in the contemporary organization. Making extensive use of behavioural simulation techniques such as role-playing and group problem-solving, students will learn active listening, conflict-management, persuasion, delegating and other general purpose skills. The course will also deal with the specialized skills and techniques needed in performance appraisal, discipline, group meeting, and goal-setting situations.

Instructor

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Office Hours

Monday	10:00 –11:00
Tuesday	3:00 –4:00
	5:30–6:30
Wednesday	10:00 –11:00
Thursday	10:00 –11:00

Hours of Instruction

BUS 102A Lecture--Tuesday 1:00 - 2:50 p.m. (CC228)

Tutorials:
BUS 102H: Thurs., 1:00-1:50 (CC228)
BUS 102L: Thurs., 2:00-2:50 (CC228)

Required Resources

De Janasz, Suzanne C., Dowd, Karen O., & Schneider, Beth Z. (2019*). Interpersonal Skills in Organizations* (6th edition)*.* McGraw Hill. ISBN: 978-0-07-811280-5

Course Modules—Units 1 - 9 (available for purchase at Bookstore)

Personality Dimensions Participant Packs (available for purchase at Bookstore)

Course Outcomes

Upon successful completion of the course, the student shall be able to:

- Develop self-awareness or self-knowledge as the starting point for effectiveness at work. The following concepts, skills, and issues are used to support this Outcome:
  - o Take assessments such as the Emotional Intelligence test and Learning Styles assessments to determine strategies for personal success.
  - o Determine your strengths and understand how they might guide you in personal and professional choices.
  - o Assess your limitations and develop a self-improvement plan for improving in these areas.

- Gain understanding and insight into your personality, attitudes, and behaviours. The following concepts, skills, and issues are used to support this Outcome:
  - o Use the Personality Dimensions instruments to assess your own interpersonal style and the styles of two classmates or coworkers.
  - o Write a short report to document your analysis.

- Present yourself effectively in job search settings and set appropriate life and career goals. The following concepts, skills, and issues are used to support this Outcome:
  - o Apply goal setting and time management strategies to maximize use of time and career networking.
  - o Identify personal job related skills.
  - o Learn how to answer behavioural descriptive interview questions.
  - o Participate as both an interviewer and a candidate in mock job interviews.

- Work on team building skills (e.g., active listening, encouraging candor, maintaining a cooperative and collaborative environment). The following concepts, skills, and issues are used to support this Outcome:
  - o Work on developing effective relationships with others.
  - o Recognize and manage sensitive interpersonal situations.
  - o Develop strategies to manage conflict through role plays and simulations.
  - o Understand the value of diversity in our workplaces and communities.
  - o Analyze a movie on a diversity them and make a team presentation on this topic.

- Plan, organize, and complete a service project in the community or college to promote volunteerism and commitment to community activism. The following concepts, skills, and issues are used to support this Outcome:
  - o Manage your team and project effectively.
  - o Engage in fund raising activities as required to fulfill your objectives.
  - o Increase productivity through use of effective goal setting and time management strategies.
  - o Increase your ability to contribute to organizations, your community, and your family.

Evaluation

Your grade in this course will be derived as follows:

Mid-term Exam	15%
Final Exam	20%
Assignment #1, Report on Interpersonal Styles	10%
Assignment #2, Team Presentation on Diversity	10%
Moodle Forums/Class Activities	10%
Peer Marking of Role Plays	10%
Final Presentations for Service Projects	5%
Service Project Self-Evaluations	10%
Online Quizzes	10%
	100%

A grade of C- is required for progression.

The minimum standard for passing this course is a grade of D (50%).

Notes on Course Evaluation

Assignments: There will be two assignments in this course that will require significant time to conduct/write outside of class. The first of these will be handed out on January 14 (due on Tues., Jan. 28) and will involve the determination of the "interpersonal styles" of two other classmates you have on-going contact with, along with the integration of this information into your self-awareness of your own interpersonal style and personality dimensions. This is a team assignment to be submitted by three classmates per team. The second assignment is a Team PowerPoint presentation on a diversity theme. You will be given a choice of a number of films to analyze. The second assignment will be handed out on February 25 and will be due on March 17 & 19. Team members must present the PowerPoint with the team in order to receive a mark. Team service projects to help a community organization are also a required component of the course. Each team will select its own team members and choose the organization the members wish to help. Volunteering time and raising money for an organization are equally worthwhile activities, and some teams may wish to do a combination of both activities.

Hand in Deadlines: Assignments are due at the beginning of the class indicated above. If your assignment is going to be late, please make arrangements with me **in advance** in class or via e-mail or you will be penalized 10% of the value of that assignment **per day**. **No late assignments will be accepted once the instructor has marked and returned the assignment in question. No exceptions!**

Service Projects, Peer Marking of Role Plays, Mark for Tutorial Participation, and Mark for Lecture Attendance and Participation in Moodle Discussions: As much of the value the student will receive from this course is "experiential," in-class participation will comprise a significant part of the mark for this course. A mark of 10% will be allocated to each of the following components of class participation: 1) peer evaluations of role plays; 2) contribution to Moodle forums/class activities; and 3) online quizzes. The student's service project participation and self-evaluation grade in the project will be worth 10%. An outline will be provided at the end of the term for the evaluations. A final PowerPoint summary of the service project will be worth 5% of the term mark. Classroom and tutorial activities include videos, role plays, self-evaluations, and group problem-solving exercises.

Examinations: The Examinations will consist of a mixture of Definitions, Multiple Choice and True/False Questions, and Short and Long Answer Essay Questions. The Mid-term will be approximately two hours in duration and is tentatively scheduled for Week 6. The Final is a three-hour examination (exam schedule will be posted later in the semester).

Teaching and Learning Methodologies

Students use the VARK learning assessment tools in this class to determine if they are Visual, Auditory, Kinesthetic/Tactile, ReadWrite, or Multimodal learners. This class appeals to the various learning styles by including lectures, PowerPoints, text-based modules, Moodle discussions/forums, videos, role plays, self-evaluations, and group problem-solving exercises. Participation on the Moodle discussions/forums is a required component of the course.

Grading System

Descriptor	Alpha Grade	4.0 Scale	Percent
	A+	4.0	> 93.9
Excellent	A	4.0	87 – 93.9
	A-	3.7	80 – 86.9
	B+	3.3	77 – 79.9
Good	B	3.0	74 – 76.9
	B-	2.7	70 – 73.9
	C+	2.3	67 – 69.9
Satisfactory	C	2.0	64 – 66.9
Progression	C-	1.7	60 – 63.9
Poor	D+	1.3	57 – 59.9
Min Pass	D	1.0	50 – 56.9
Failure	F	0.0	< 50

Proposed Schedule
See the class schedule, topics, and readings as attached.

Please Note:
Date and time allotted to each topic is subject to change.

WEEK #/DATE	TOPIC	READINGS
Week #1 (Jan. 6-10)	Journey into Self-Awareness/Introduction to Interpersonal Communication The Interactive and Transactional Models for the Communication Process	Ch. 1, *Interpersonal Skills in Organizations* Unit #1 (Modules)
Week #2 (Jan. 13-17)	Self-Concept, Perception, and Self-Disclosure **Personality Dimensions** Hand-out Assignment #1 **Assignment #1 Due (Jan. 28)**	Ch. 2, *Interpersonal Skills in Organizations* Unit #2 (Modules)
Week #3 (Jan. 20-24)	Nonverbal Communication Organizational Presentations for Service Projects Due (Team PowerPoints)	Unit #3 (Modules)
Week #4 (Jan. 27-31)	Verbal Communication/Conveying Verbal Messages Assignment #1 Due Jan. 28	Ch. 7, *Interpersonal Skills in Organizations* Unit #4 (Modules)
Week #5 (Feb. 3-7)	Active/Empathetic Listening and Feedback Study for Midterm: **MIDTERM EXAM (Part 1: Multiple Choice/True-False Questions after a brief lecture on Feb. 11; Part 2: Short and Long Answer Essay Questions in Tutorials on Thurs., Feb. 13)**	Ch. 6, *Interpersonal Skills in Organizations* Unit #5 (Modules)
Week #6 (Feb. 10-14)	Persuasive Influence **MIDTERM EXAM Part 1: Multiple Choice/True False (Tues.) and Part 2: Short and Long Answer Essay Questions (Thurs.)**	Ch. 8, *Interpersonal Skills in Organizations* Unit #6 (Modules)
Week #7 (Feb. 17-21)	**READING DAYS** (No classes) Includes Family Day Holiday on February 17	
Week #8 (Feb. 24-28)	Conflict Management **Hand-out Assignment #2: Team PowerPoint on Diversity Theme (Note that chapter 5, *Interpersonal Skills in Organizations,* is directly relevant to the Presentation on Diversity Issues)** Assignment #2 Due (Mar. 17 &19)	Chs. 5 and 11, *Interpersonal Skills in Organizations* Unit #7 (Modules)
Week #9 (Mar.2-6)	Team Building, Facilitation, and Coaching	Chs. 10, 13 & 17, *Interpersonal Skills in Organizations*

Week #10 (Mar. 9-13)	Employment Selection – Interviewing Assignment #2: Team PowerPoint Presentations on Diversity to be presented on Mar. 17 & 19	Unit #8 (Modules)
Week #11 (Mar. 16-20)	Goal Setting and Time and Stress Management Diversity Presentations Due	Chs. 3 and 4, *Interpersonal Skills in Organizations*
Week #12 (Mar. 23-27)	Performance Appraisals/Self-performance reviews Final Service Project Presentations: (Due on Mar. 31 & Apr. 2) Hand in Evaluations for Service Projects by Friday, Apr. 3	Unit #9 (Modules)
Week #13 (Mar. 30- Apr. 3)	Empowerment and Effective Delegation Networking and Politicking Service Project Presentations Due	Ch. 18, *Interpersonal Skills in Organizations* Chs. 15 and 16, *Interpersonal Skills in Organizations*
Week #14 (Apr. 6-9)	Negotiation April 9, Last Day of Classes	Ch. 9, *Interpersonal Skills in Organizations*
Apr. 14-22	**GOOD FRIDAY HOLIDAY—April 10** **EASTER MONDAY HOLIDAY—April 13** **FINAL EXAM PERIOD**	

Required Skills & Abilities
Enrolment in the Business Administration program and courses, requires the following skills and abilities:

Behavioural
· Ability to work independently or as a member of a group or team
· Engage with self and others to create a safe environment.
· Respond appropriately in situations that are stressful or that involve conflict
· Ability to listen and follow instructions
· Ability to manage time and meet deadlines

Cognitive
· Remember and recall information over a brief period of time.
· Remember and recall information over an extended period of time.

Environmental Ability to function in the presence of each of the following commonly encountered and unavoidable environmental factors:
· distractions
· noise
· unpredictable behaviour of others

Psychomotor
· perform repetitive movements and tasks
· perform complex sequences of hand-eye coordination

Technical
· Ability to use a desktop/laptop computer
· Ability to navigate the college's online Learning Management System(Moodle) and other publisher-specific LMS.

Performance Requirements

Student Responsibilities

It is your responsibility as a student to contact the Office of the Registrar to complete the forms for Withdrawal or Change of Registration, and any other forms. Please refer to the list of important dates as noted in the Academic Schedule in the Keyano College credit calendar.

More specific details are found in the Student Rights and Student Code of Conduct section of the Keyano College credit calendar. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Student Code of Conduct Policies.

Student Attendance

Class attendance is useful for two reasons. First, class attendance maximizes a student's learning experience. Second, attending class is a good way to keep informed of matters relating to the administration of the course (e.g., the timing of assignments and exams). Ultimately, you are responsible for your own learning and performance in this course.

It is the responsibility of each student to be prepared for all classes. Students who miss classes are responsible for the material covered in those classes and for ensuring that they are prepared for the next class, including the completion of any assignments and / or notes that may be due.

Academic Misconduct

Students are considered to be responsible adults and should adhere to principles of intellectual integrity. Intellectual dishonesty may take many forms, such as:

• Plagiarism or the submission of another person's work as one's own

- The use of unauthorized aids in assignments or examinations (cheating)
- Collusion or the unauthorized collaboration with others in preparing work
- The deliberate misrepresentation of qualifications
- The willful distortion of results or data
- Substitution in an examination by another person
- Handing in the same unchanged work as submitted for another assignment
- Breach of confidentiality.

The consequences for academic misconduct range from a verbal reprimand to expulsion from the College. More specific descriptions and details are found in the Student Rights and Student Code of Conduct section of the Keyano College credit calendar. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Student Code of Conduct Policies.

In order to ensure your understanding of the concept of plagiarism, you must successfully complete the online tutorial found on ilearn.keyano.ca. Then print the certificate, sign it, and show it to each of your instructors. Your course work will not be graded until you show this signed certificate.

Specialized Supports

The Student Academic Support Services (SASS) department: Accessibility Services, Skill Centre and Wellness Services, work together to support student success at Keyano College.

Accessibility Services (CC167) supports student success through group and individualized instruction of learning, study and test taking strategies, and adaptive technologies. Students with documented disabilities, or who suspect a disability, can meet with the Learning Strategists to discuss accommodation of the learning barriers that they may be experiencing. Students who have accessed accommodations in the past are encouraged to visit our office at their earliest opportunity to discuss the availability of accommodations in their current courses. Individual appointments can be made by calling 780-791-8934

Skill Centre (CC119) provides a learning space where students can gather to share ideas, collaborate on projects and get new perspectives on learning from our tutorial staff. Students visiting the centre have access to one-to-one or group tutoring, facilitated study groups, and assistance in academic writing. The Skill Centre's Peer Tutor program provides paid employment opportunities for students who have demonstrated academic success and want to share what they have learned. Tutoring is available free to any students registered at Keyano College on a drop in basis, from 9:00 am to 5:00 pm Monday through Friday. Additional evening hours are subject to tutor availability and are posted in the Skill Centre.

Wellness Services (CC260) offers a caring, inclusive, and respectful environment where students can access free group and individual support to meet academic and life challenges. Mental Health Coordinators offer a safe and confidential environment to seek help with personal concerns. The Mindfulness Room in CC260 is available as a quiet space for students to relax during regular office hours. Wellness Service welcomes students to participate in any of the group sessions offered throughout the academic year addressing such topics as Mindfulness and Test Anxiety. Individual appointments can be made by calling 780-791-8934.

Student Life Department (CC210) is a place for students to go when they don't know who else can answer their questions. The staff will help students navigate barriers to success and if they don't know the answer, they will find it out. Student success is directly affected by how connected a student feels to their college. The student life department is there to help students get connected.

Please watch your Keyano email for workshop announcements from our Student Academic Support Services team.