

## ELCC 343

### Interpersonal Relationship, Ethics and Team Dynamics

3 credits, 45 hours lecture

The emphasis of this course will be on developing, refining and practicing skills to build and maintain relationships with others, particularly as they refer to the issues and ethical problems that face caregivers in the field of Early Learning and Child Care. A practice of relationships from the Alberta Curriculum Framework will be explored. The students will gain a stronger understanding of team concept, group and team dynamics and the various roles that exist within teams and will develop capacity to improve their team performance. Students will examine and implement the CCCF Code of Ethical Conduct. Skills for responsible action in resolving ethical dilemmas will be studied.

Prerequisite: ELCC Certificate or equivalent

NOTE: Not available to students with credit in ELCC 305 and ELCC 306.

#### Instructor

Karla Green  
CC 202-C  
780.791.4992  
[karla.green@keyano.ca](mailto:karla.green@keyano.ca)

#### Office Hours

If you require confidential assistance, please email to schedule a time to meet online in a virtual platform. Your email will be returned within 24 hours. Emails sent on weekends will be answered on the next business day.

Any casual course-related questions are encouraged to be posted on the course forum within Moodle.

#### Hours of Instruction

Online with Zoom classes held on Wednesday from 6:30 PM to 9:30 PM (Please note: date and time subject to change - the intent is for this course to be fully online, however seminars have been scheduled if needed)

#### Required Resources:

Connor, J. & Killian, D. (2012). *Connecting across differences: Finding common ground with anyone, anywhere, anytime* (2<sup>nd</sup> ed.). Encinitas, CA: PuddleDancer Press.

- ISBN-13 : 9781892005243 eText ISBN: 9781892005588

Rosenberg, M. (2015). *Nonviolent communication: A language of life. 3rd Ed.* Encinitas, CA: PuddleDancer Press.

- ISBN: 9781892005038 eText ISBN: 9781892005373

#### Online Resources:

Neugebauer, R. & Neugebauer, B. (editors). *Does your team work?* [downloadable book]. Retrieved from <https://secure.ccie.com/catalog/product/does-your-team-work-exchange-downloadable-book/4900000/>

College of Early Childhood Educators. (2017). Code of ethics and standards of practice for registered early childhood educators in Ontario (2nd ed). Retrieved from [https://www.college-ece.ca/en/Documents/Code\\_and\\_Standards\\_2017.pdf](https://www.college-ece.ca/en/Documents/Code_and_Standards_2017.pdf)

**Course Outcomes:**

Upon completion of the course, students will be able to:

1. Demonstrate and integrate the use of (Nonviolent) Compassionate Communication skills in the application of interpersonal conflict resolution, giving & receiving feedback, self-empathy, and effective communication – both honestly expressing and empathically listening.
2. Examine personal responses to power and control.
3. Strengthen awareness of how their attitudes and behavior/actions impact others.
4. Enhance ability to self-reflect and utilize various approaches for self-growth such as peer consultation/evaluation, reflection journal, and debriefing.
5. Demonstrate skills in team relationships including giving and receiving feedback, addressing concerns and issues with appropriate person(s), dealing with change and transition, and managing stress.
6. Compare and contrast the various roles within working groups and assess team dynamics in current work team.
7. Describe the ELCC professional’s role in relationships with colleagues to share information and to collaborate on planning for care routines and children’s play, learning, and development.
8. Identify and discuss issues in the field of early childhood and relate them to their own professional work.
9. Describe the CCCF Code of Ethical Conduct and recognize personal accountability for practicing in an ethical manner.
10. Demonstrate how a code of ethics underlies their responses to the ethical issues that arise in their work with children and families and in their responsibilities as advocates for children.

**EVALUATION:**

Since the nature of this course is human growth and interaction, evaluation will reflect participation in group exercises; demonstration of skills in class, in other classes and in practicum/work settings; completion of assignments; and ability to self-reflect, self-empathize and self-evaluate.

Final evaluation will be determined through an assessment of skills learned by the end of the course. The decision about final grades is the instructor’s responsibility. Poor attendance, lack of professionalism, a lack of growth in communication skills, poor listening skills, and a lack of self-awareness are the primary reasons for failure in this course.

Grades for ELCC 343 shall be determined as follows, details to be determined, finalized in class, and set on Criteria Sheets:

Assignment	Value
<p><b>Assessment 1: Log Book</b></p> <p>Weekly log entries of reflections and responses to the Connecting Across Differences text and class exercises and experiences.</p>	<b>30%</b>
<p><b>Assignment 2: Application of Specific Communication skills:</b></p> <p>Feedback on growth and application of specific communication skills – from group/instructor/ self, addressing self-empathy, empathic listening &amp; authentic expressing to give and receive feedback, manage conflict and solve problems. They will include</p>	<b>20%</b>

Assignment	Value
addressing concerns appropriately, dealing with change and transition, and managing stress.	
<p><b>Assignment 3: Caring for the Caregiver:</b></p> <p>Setting and working toward an individual goal for self-improvement and well-being and documenting your progress.</p> <p>A. Part A – Establish your SMART goal (5%) B. Part B – Progress Documentation (15%)</p>	<b>20%</b>
<p><b>Assignment 4: Does your Team Work?</b></p> <p>For this assessment, you will set a goal with practicum/work teammates about a work issue or dilemma you are trying to overcome. Then, you will implement the goal and present your progress. In your report, you will reflect and elaborate on ethical considerations involved in the issue, citing the CCCF Occupational Standards or the Ontario Code of Ethics and Standards for Early Childhood Educators. Include your own philosophy on working with children and how this supports your decision about the ethical dilemma or responsibility.</p> <p>A. Part A – Establish your SMART goal (5%) B. Part B – Implementing the goal (15%)</p>	<b>20%</b>
<p><b>Course Activities</b></p> <p>All graded activities are indicated in Moodle. Students will engage in active learning activities, such as:</p> <ul style="list-style-type: none"> <li>- Problem-based learning through group discussions and debates</li> <li>- Quizzes or questionnaires</li> </ul>	<b>10%</b>

*A minimum passing grade for this course is C- (60%), which is required for progression or transfer*

**Proposed Topics:**

1. Self-awareness, Self-empathy, Self-reflection
2. Roles, responsibilities and consciousness in interpersonal communication
3. Compassionate, non-violent communication skills in interpersonal relationships
4. Self-care to manage stress
5. Conflict resolution
6. Your relationship with power and control
7. Issues in the early childhood field
8. The ELCC professional's role in relationships with colleagues
9. The Canadian Child Care Federation Ethical Code of Conduct
10. Workplace and team diversity
11. Roles and responsibilities within teams
12. Team relationship skills

**Grading System**

Descriptor	Alpha Grade	4.0 Scale	Percent	Rubric for Letter Grades
Excellent	A+	4.0	> 92.9	Work shows in-depth and critical analysis, well developed ideas, creativity, excellent writing, clarity and proper format.
	A	4.0	85 – 92.9	
	A-	3.7	80 – 84.9	
Good	B+	3.3	77 – 79.9	Work is generally of high quality, well developed, well written, has clarity, and uses proper format.
	B	3.0	74 – 76.9	
	B-	2.7	70 – 73.9	
Satisfactory <b>Progression</b>	C+	2.3	67 – 69.9	Work has some developed ideas but needs more attention to clarity, style and formatting.
	C	2.0	64 – 66.9	
	C-	1.7	60 – 63.9	
Poor	D+	1.3	55 – 59.9	Work is completed in a general way with minimal support, or is poorly written or did not use proper format.
<b>Minimum Pass</b>	D	1.0	50 – 54.9	
Failure	F	0.0	< 50	Responses fail to demonstrate appropriate understanding or are fundamentally incomplete.

**Performance Requirements and Student Services**

**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](#). The Keyano College credit calendar also has information about Student Rights and Code of Conduct. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and 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 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; and
- 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 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 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](http://ilearn.keyano.ca). Then print the certificate, sign it, and show it to each of your instructors. Your course work may not be graded until you show this signed certificate.

**Specialized Supports:** The Student Services department is committed to Keyano students and their academic success. There are a variety of student supports available at Keyano College. Due to the continuing situation with the Covid-19 pandemic, the offered support services will be implemented differently this semester by being provided mostly virtually. In-person service can be requested as needed. All Alberta Health Services guidelines will be followed for in-person appointments—wear a mask, maintain two meters of physical distance, use hand sanitizer, and stay home if you are unwell.

All student services are available during Keyano business hours: Monday to Friday, 8h30-16h30.

**Accessibility Services:** provides accommodations for students with disabilities. Students with documented disabilities, or who suspect a disability, can meet with a Learning Strategist to discuss their current learning barriers and possible accommodations. Students who have accessed accommodations in the past are encouraged to contact us to request them for the semester. Please note that requesting accommodations is a process and requires time to arrange. Contact us as soon as you know you may require accommodations. For accessibility services supports and to book a virtual appointment, please contact [accessibility.services@keyano.ca](mailto:accessibility.services@keyano.ca).

Accessibility Services also provides individual and group learning strategy instruction for all students, as well as technology training and supports to enhance learning. Meet with a Learning Strategist to learn studying and test-taking strategies for online classes. Schedule an appointment with the Assistive Technology Specialist to explore technology tools for learning. Book an appointment today by emailing [accessibility.services@keyano.ca](mailto:accessibility.services@keyano.ca)

**Wellness Services:** 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. All individual appointments will continue virtually.

Wellness Services welcomes students to participate in any of the virtual group sessions offered throughout the academic year addressing topics including mindfulness and test anxiety.

Individual virtual appointments can be made by emailing [wellness.services@keyano.ca](mailto:wellness.services@keyano.ca).

**Library Services:** provides students with research and information supports as they engage in their studies. Library staff are available to support you both virtually and in person throughout the semester. For a detailed list of library supports and services, go to [www.keyano.ca/library](http://www.keyano.ca/library). For any inquiries, please email [askthelibrary@keyano.ca](mailto:askthelibrary@keyano.ca).

Begin your research with the [Library's FIND page](#). Search for sources using OneSearch, the Library's Catalogue, or by searching in a specific database selected from the [A-Z Database List](#).

Individual support with the Information Librarian is available virtually. Appointments can be requested by using the [Book A Librarian online form](#).

Research and Subject Guides are helpful resources when beginning your research or addressing other information needs. To view a subject or course specific guide, go to the Subject Guide webpage [here](#).

To access additional research resources, including Citation Guides (APA, MLA, Chicago, or IEEE), go to the [Research Help Library page](#).

The Loanable Technology collection is available to support students in their online learning pursuits. Items available for borrowing include mobile projectors, webcams, noise cancelling headphones, Chromebooks, and laptops. For an up-to-date list of technology available for borrowing, go to the Library's [Loanable Technology webpage](#).

**Skill Centre:** Provides academic support services to students registered in credit programs at Keyano College in the form of tutoring, assignment/lab support, writing support groups, facilitated study groups, workshops, and study space. This service is free and is available for all Math, Sciences, Humanities and Trades courses offered at Keyano.

While most courses are being offered online, the Skill Centre will be offering mostly virtual services and in-person sessions as requested. Please email [Skill@keyano.ca](mailto:Skill@keyano.ca) to get in contact with our Academic Content Specialists. The Skill Centre is located in CC-119 at the Clearwater Campus.

For the most up to date information on how to book a session, please view the [Keyano Skill Centre homepage](#).

**Academic Success Coaching:** offers you support and access to resources for your academic success to help you to find the Keys to your Success. The Academic Success Coach will work with you to develop an academic success plan, develop your study and time management skills, and connect you with the right resources here at Keyano. [Academic.success@keyano.ca](mailto:Academic.success@keyano.ca) is the best way to access resources during virtual service delivery. The Academic Success Coach is located in the Skill Centre in CC-119 at the Clearwater Campus.

**E-Learning:** Technology and internet will impact your online learning experience. It's important that you are able to watch an online video and other course materials, take online quizzes, and participate in a live class with your instructor and other students. Keyano College operates in a Windows based environment and having the correct tools for online learning is important. Here's a list of recommended system requirements.

**Recording of Lectures and Intellectual Property:** Students may only record a lecture if explicit permission is provided by the instructor or by Accessibility Services. Even if students have permission to record a lecture or lecture materials, students may not share, distribute, or publish any of the lectures or lecture materials, this includes any recordings, slides, instructor notes, etc. on any platform. Thus no student is allowed to share, distribute, publish or sell course related content (instructor, or students) without permission. It is important to recognize that the Canadian Copyright Act contains provisions for intellectual property. The [Academic Integrity Policy](#) provides additional information on Keyano College's expectations from students as members of the intellectual community.

**Internet Speed:** Minimum Internet speeds of 5 Mbps.  
Recommended Internet speeds of 25 Mbps (especially if you are sharing your internet at home). Check your internet speed with [Fast.com](#).

### Computer Software

Students will be able to get access to Microsoft Office 365 for free using Keyano credentials by [clicking here](#).

**System requirements:**

Microsoft Windows	Apple
<p><b>Minimum Requirements:</b></p> <p>A Windows 10 <b>computer/laptop</b></p> <ul style="list-style-type: none"> <li>· Minimum 4GB of RAM.</li> <li>· 10GB+ available hard drive storage.</li> <li>· Enough available hard drive space to install the Microsoft Office suite (approximately 3GB). <u>Microsoft Office</u> software is free to all Keyano students and employees.</li> <li>· Microphone, webcam and speakers. A headset with a microphone is recommended.</li> <li>· System updates must be regularly installed.</li> <li>· Anti-Virus / Anti-Malware software</li> </ul>	<p><b>Minimum Requirements:</b></p> <p>A Macintosh (V10.14 and above) <b>computer/laptop</b></p> <ul style="list-style-type: none"> <li>· Minimum 4GB of RAM.</li> <li>· 10GB+ available hard drive storage.</li> <li>· Enough available hard drive space to install the Microsoft Office suite (approximately 3GB). <u>Microsoft Office</u> software is free to all Keyano students and employees.</li> <li>· Microphone, webcam and speakers. A headset with a microphone is recommended.</li> <li>· System updates must be regularly installed.</li> <li>· Anti-Virus / Anti-Malware software.</li> </ul>
<p><b>Recommended Requirements</b></p> <ul style="list-style-type: none"> <li>· 8GB of RAM</li> <li>· A method of backing up/synchronizing to local or cloud-based storage such as OneDrive is highly recommended. This is included if you complete the setup of KeyanoMail and download MS Office using your Keyano email for free.</li> </ul>	<p><b>Recommended Requirements</b></p> <ul style="list-style-type: none"> <li>· 8GB of RAM</li> <li>· A method of backing up/synchronizing to local or cloud-based storage such as OneDrive is highly recommended. This is included if you complete the setup of KeyanoMail and download MS Office using your Keyano email for free.</li> </ul>
<p>Chromebooks are <b>not</b> recommended as they are not compatible with testing lockdown browsers.</p> <p>A Microsoft Surface or iPad or iPad Pro may be possible alternatives in some program areas.</p>	

**Specific Department Requirements:**

Business and OA programs require Windows 10.  
 Other programs may utilize Windows based tools as well.

**ITS Helpdesk**

If you are having issues with your student account, you can contact the ITS Helpdesk by emailing [its.helpdesk@keyano.ca](mailto:its.helpdesk@keyano.ca) or calling 780-791-4965.