

**BUS 102A & B, Interpersonal Skills for Business***Three credits/16 weeks*

This course 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. (See below for a full listing of the topics to be covered.)

**Instructor**

Cynthia O'Donnell, Ed.D.

S113A

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Monday 10:00 – 10:50

Tuesday 10:00 – 10:50

Wednesday 11:00 – 11:50

Thursday 12:00 – 12:50

Friday 10:00 – 10:50

**Required Resources**

De Janasz, Suzanne C., Dowd, Karen O., & Schneider, Beth Z. (2009). *Interpersonal Skills in Organizations* (4th edition). McGraw Hill. ISBN: 978-0-07-811256-0

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

Personality Dimensions Participant Packs (available for purchase at Bookstore)

**Course Outcomes**

1. Develop self-awareness or self-knowledge as the starting point for effectiveness at work.
2. Determine your strengths and understand how they might guide you in personal and professional choices.
3. Assess your limitations and develop a self-improvement plan for improving in these areas.
4. Gain understanding and insight into your personality, attitudes, and behaviours.
5. Set appropriate life and career goals.
6. Develop relationships with others.
7. Use team building skills (e.g., active listening, encouraging candor, maintaining a cooperative and collaborative environment).
8. Recognize and manage sensitive interpersonal situations.
9. Develop strategies to manage conflict.
10. Understand the value of diversity.
11. Manage others effectively.

12. Increase productivity.  
 13. 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	15%
Assignment #1, Report on Interpersonal Styles	10%
Assignment #2, Team Presentation on Diversity	10%
Lecture and Moodle Participation	10%
Tutorial Participation	10%
Peer Marking of Role Plays	10%
Final Presentations for Service Projects	5%
Service Project Self-Evaluations	10%
Online Quizzes	5%
	100%

*A grade of C- is required for progression.*

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

### 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
Good	B+	3.3	77 - 79.9
	B	3.0	74 - 76.9
	B-	2.7	70 - 73.9
Satisfactory <b>Progression</b>	C+	2.3	67 - 69.9
	C	2.0	64 - 66.9
	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

## Performance Requirements

### 1. 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 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. Please refer to pages 36 to 40 of the Credit Calendar.

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.

### 2. Academic Misconduct and Discipline (pages 37-39 of the Credit Calendar)

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

Penalties for academic offences may range from a verbal reprimand to dismissal from the College, and in certain circumstances may involve legal action.

### 3. Accommodation for Students with Disabilities

The College will provide reasonable accommodation to students with disabilities in order to promote academic success. If you require accommodation, contact the Disability Support Services: Learner Assistance Program in the Counselling department at 780-792-5608 to initiate the process for documenting, assessing and implementing your individual accommodation needs. In addition, tutoring services are available at the SKILL Centre (Room 119)

## Notes on Course Evaluation

1. **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 and 15 (due in class on Tues., Feb. 4 and Wed., Feb. 5) and will involve the determination of the "interpersonal styles" of two other people 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. 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 18 and 19 and will be due in tutorials on March 20 or 21. 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.
2. **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!**

3. **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) tutorial attendance and participation; 2) the grade on peer evaluations of role plays; 3) lecture attendance and participation in Moodle discussions; and 4) the student’s service project participation and self-evaluation grade concerning his/her participation in the project. An outline will be provided at the end of the term for the self-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. Online quizzes will be worth 5%. **Students who are absent from tutorials without good cause will be penalized two points for each absence, to a maximum of 10%.**
4. **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 90 minutes in duration and is tentatively scheduled for Week 6. The Multiple Choice/True False Questions and the Definitions section of the exam will be administered in the second half of the class on Tuesday, February 11 and Wednesday, February 12. The Short and Long Answer Essay Questions will be written in the tutorial sections of the class on February 13 or 14. 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.

### Proposed Schedule

**See the class schedule, topics, and readings as attached.**

WEEK #/DATE	TOPIC	READINGS
<p>Week #1 (Jan. 6-10) BUS 102B Lecture: Tues. (8-9:50 a.m.) Room 224 BUS 102A Lecture: Wed. (9-10:50 a.m.) Room S110 Tutorials: BUS 102Q - Thurs.(2-2:50, Rm. S218) BUS 102H - Fri. (2- 2:50, Rm. S110)</p>	<p><b>New Year's Day Holiday, Jan. 1 (No Classes Jan. 2-3)</b> Journey into Self-Awareness/Introduction to Interpersonal Communication The Interactive and Transactional Models for the Communication Process <b>*Please make sure you are registered in a tutorial on either Thursday or Friday.</b></p>	<p>Ch. 1, <i>Interpersonal Skills in Organizations</i> Unit #1 (Modules)</p>
<p>Week #2 (Jan. 13-17) BUS 102B Lecture: Tues. (8-9:50 a.m.) Room 224 BUS 102A Lecture: Wed. (9-10:50 a.m.) Room S110 Tutorials: BUS 102Q - Thurs.(2-2:50, Rm. S218) BUS 102H - Fri. (2- 2:50, Rm. S110)</p>	<p>Self-Concept, Perception, and Self-Disclosure <b>Personality Dimensions</b> Hand-out Assignment #1 <b>Assignment #1 Due (Feb. 4, BUS 102B, and Feb. 5, BUS 102A)</b></p>	<p>Ch. 2, <i>Interpersonal Skills in Organizations</i> Unit #2 (Modules)</p>
<p>Week #3 (Jan. 20-24) BUS 102B Lecture: Tues. (8-9:50 a.m.) Room 224 BUS 102A Lecture: Wed. (9-10:50 a.m.) Room S110 Tutorials: BUS 102Q - Thurs.(2-2:50, Rm. S218) BUS 102H - Fri. (2- 2:50, Rm. S110)</p>	<p>Nonverbal Communication</p>	<p>Unit #3 (Modules)</p>

<p>Week #4 (Jan. 27-31) BUS 102B Lecture: Tues. (8-9:50 a.m.) Room 224 BUS 102A Lecture: Wed. (9-10:50 a.m.) Room S110 Tutorials: BUS 102Q - Thurs.(2-2:50, Rm. S218) BUS 102H - Fri. (2- 2:50, Rm. S110)</p>	<p>Verbal Communication/Conveying Verbal Messages</p>	<p>Ch. 7, <i>Interpersonal Skills in Organizations</i> Unit #4 (Modules)</p>
<p>Week #5 (Feb. 3-7) BUS 102B Lecture: Tues. (8-9:50 a.m.) Room 224 BUS 102A Lecture: Wed. (9-10:50 a.m.) Room S110 Tutorials: BUS 102Q - Thurs.(2-2:50, Rm. S218) BUS 102H - Fri. (2- 2:50, Rm. S110)</p>	<p>Active/Empathetic Listening and Feedback  <b>Assignment #1 Due (Feb.4 (BUS 102B) and Feb. 5(BUS 102A))</b></p>	<p>Ch. 6, <i>Interpersonal Skills in Organizations</i> Unit #5 (Modules)</p>
<p>Week #6 (Feb. 10-14) BUS 102B Lecture: Tues. (8-9:50 a.m.) Room 224 BUS 102A Lecture: Wed. (9-10:50 a.m.) Room S110 Tutorials: BUS 102Q - Thurs.(2-2:50, Rm. S218) BUS 102H - Fri. (2- 2:50, Rm. S110)</p>	<p>Persuasive Influence  <b>MIDTERM EXAM (Part 1 in second half of lecture periods on Tuesday (Feb.11) and Wednesday (Feb. 12); Part 2 in tutorials on Thursday (Feb. 13) and Friday (Feb. 14).</b></p>	<p>Ch. 8, <i>Interpersonal Skills in Organizations</i> Unit #6 (Modules)</p>

<p>Week #7 (Feb. 17-21) BUS 102B Lecture: Tues. (8-9:50 a.m.) Room 224 BUS 102A Lecture: Wed. (9-10:50 a.m.) Room S110 Tutorials: BUS 102Q - Thurs.(2-2:50, Rm. S218) BUS 102H - Fri. (2- 2:50, Rm. S110)</p>	<p>Family Day Holiday (Feb. 17). No Classes on Monday.  Conflict Management  <b>Hand-out Assignment #2: Team PowerPoint on Diversity Theme (Note that chapter 5, <i>Interpersonal Skills in Organizations</i>, is directly relevant to the Presentation on Diversity Issues)</b> Assignment #2 Due (Mar. 20 and 21)</p>	<p>Chs. 5 and 11, <i>Interpersonal Skills in Organizations</i> Unit #7 (Modules)</p>
<p>Week #8 (Feb. 24-28)</p>	<p><b>READING WEEK BREAK</b> No Classes.</p>	
<p>Week #9 (Mar. 3-7) BUS 102B Lecture: Tues. (8-9:50 a.m.) Room 224 BUS 102A Lecture: Wed. (9-10:50 a.m.) Room S110 Tutorials: BUS 102Q - Thurs.(2-2:50, Rm. S218) BUS 102H - Fri. (2- 2:50, Rm. S110)</p>	<p>Team Building, Facilitation, and Coaching</p>	<p>Chs. 10, 13 &amp; 17, <i>Interpersonal Skills in Organizations</i></p>

<p>Week #10 (Mar.10-14) BUS 102B Lecture: Tues. (8-9:50 a.m.) Room 224 BUS 102A Lecture: Wed. (9-10:50 a.m.) Room S110 Tutorials: BUS 102Q - Thurs.(2-2:50, Rm. S218) BUS 102H - Fri. (2- 2:50, Rm. S110)</p>	<p>Employment Selection - Interviewing</p>	<p>Unit #8 (Modules)</p>
<p>Week #11 (Mar. 17-21) BUS 102B Lecture: Tues. (8-9:50 a.m.) Room 224 BUS 102A Lecture: Wed. (9-10:50 a.m.) Room S110 Tutorials: BUS 102Q - Thurs.(2-2:50, Rm. S218) BUS 102H - Fri. (2- 2:50, Rm. S110)</p>	<p>Goal Setting and Time and Stress Management</p> <p>Assignment #2: Team PowerPoint Presentations to be presented in tutorials on Mar. 20 and 21! (Please choose team members who are in your tutorials.)</p>	<p>Chs. 3 and 4, <i>Interpersonal Skills in Organizations</i></p>
<p>Week #12 (Mar. 24-28) BUS 102B Lecture: Tues. (8-9:50 a.m.) Room 224 BUS 102A Lecture: Wed. (9-10:50 a.m.) Room S110 Tutorials: BUS 102Q - Thurs.(2-2:50, Rm. S218) BUS 102H - Fri. (2- 2:50, Rm. S110)</p>	<p>Performance Appraisals/Self-performance reviews</p>	<p>Unit #9 (Modules)</p>



<p>Week #13 (Mar. 31-Apr. 4) BUS 102B Lecture: Tues. (8-9:50 a.m.) Room 224 BUS 102A Lecture: Wed. (9-10:50 a.m.) Room S110 Tutorials: BUS 102Q - Thurs.(2-2:50, Rm. S218) BUS 102H - Fri. (2- 2:50, Rm. S110)</p>	<p>Empowerment and Effective Delegation Final Service Project Presentations, (Tues.-Fri.—in second half of lectures and in tutorials)</p>	<p>Ch. 18, <i>Interpersonal Skills in Organizations</i></p>
<p>Week #14 (Apr.7-11) BUS 102B Lecture: Tues. (8-9:50 a.m.) Room 224 BUS 102A Lecture: Wed. (9-10:50 a.m.) Room S110 Tutorials: BUS 102Q - Thurs.(2-2:50, Rm. S218) BUS 102H - Fri. (2- 2:50, Rm. S110)</p>	<p>Networking and Politicking Hand in Evaluations for Service Projects on Tuesday, April 8 (BUS 102B) or Wednesday, April 9 (BUS 102A).</p>	<p>Chs. 15 and 16, <i>Interpersonal Skills in Organizations</i></p>
<p>Week #15 (Apr. 14-17) BUS 102B Lecture: Tues. (8-9:50 a.m.) Room 224 BUS 102A Lecture: Wed. (9-10:50 a.m.) Room S110 Tutorials: BUS 102Q - Thurs.(2-2:50, Rm. S218) BUS 102H - Fri. (2- 2:50, Rm. S110)</p>	<p>Negotiation <b>Good Friday Holiday—Apr. 18 (No classes)</b></p>	<p>Ch. 9, <i>Interpersonal Skills in Organizations</i></p>

Apr. 22-30	Monday, April 21, Easter Holiday (No exams) FINAL EXAM PERIOD	
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**Important Dates to Remember:****January 1**

College closed (New Year's Day).

**January 6**

Winter semester begins for academic programs.

**January 10**

Last day to add courses for academic programs. Winter semester fees due.

**January 17**

Last day to drop courses for academic programs.

**January 31**

Last day to withdraw with 50% refund.

**February 17**

College closed (Family Day).

**February 24 - Feb. 28**

Reading Week, (No classes).

**March 7**

Last day to withdraw without academic penalty.

**Thursday, April 17**

Last day of classes for Certificate, Diploma, and University programs.

**April 18**

College closed (Good Friday).

**April 21**

College closed (Easter Monday).

**April 22-30**

Final Exam Period for Certificate, Diploma, and University programs.