BUS 102E Interpersonal Skills for Business
3 credits, 14 weeks, 3 hours

This course develops the interpersonal communication skills that managers need in order to function effectively in the contemporary organization. Making extensive use of behavioral simulation techniques such as role-playing 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 meetings, and goal-setting situations.

Instructor
Kailey Armstrong
kailey.armstrong@keyano.ca

Office Hours
Appointments available upon request.

Hours of Instruction
Tuesday: 6:30 – 9:30 PM, Room S216

Required Resources

Course Outcomes
1. Develop self-awareness or self-knowledge as the starting point for effectiveness at work.
2. Determine your strengths and how they can be effectively applied to your career and life choices
3. Gain understanding and insight into your personality, attitudes, and behaviors
4. Set appropriate life and career goals
5. Learn and apply team building skills
6. Recognize and manage sensitive interpersonal situations
7. Develop strategies to manage conflict
8. Understand the value of diversity
9. Manage others effectively
10. Increase productivity
11. Increase your ability to contribute to organizations, your community, and your family
Evaluation

Course marks will be derived as follows:

- Individual Assignment: 20%
- Team Case Study: 20%
- In Class Participation/Group Work: 10%
- Midterm Examination: 20%
- Final Examination: 30%

**100%**

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

Grading System

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

<table>
<thead>
<tr>
<th>Class Date</th>
<th>Reading Required</th>
<th>Assessment Due</th>
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<tbody>
<tr>
<td>September 11</td>
<td>Chapter 1</td>
<td></td>
</tr>
<tr>
<td>September 18</td>
<td>Chapter 2 &amp; 3</td>
<td>Individual Strength Test</td>
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<td>September 25</td>
<td>Chapter 4 &amp; 5</td>
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<tr>
<td>October 2</td>
<td>Chapter 6 &amp; 7</td>
<td>Individual Assignment</td>
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<tr>
<td>October 9</td>
<td>Chapter 8 &amp; 9</td>
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<td>October 16</td>
<td>Midterm Examination (Chapter 1 – 8 inclusive)</td>
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<tr>
<td>October 23</td>
<td>Chapter 10 &amp; 19</td>
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<tr>
<td>October 30</td>
<td>Group Case Study Session</td>
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<tr>
<td>November 6</td>
<td>Chapter 11 &amp; 12</td>
<td>Group Project: Part 1</td>
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<tr>
<td>November 13</td>
<td>Chapter 13 &amp; 14</td>
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<tr>
<td>November 20</td>
<td>Chapter 17 &amp; 18</td>
<td></td>
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<tr>
<td>November 27</td>
<td>Chapter 15 &amp; 16</td>
<td>Group Project: Part 2</td>
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<td>December 4</td>
<td>Group Case Feedback &amp; Exam Review</td>
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<tr>
<td>December 11</td>
<td>Final Examination (Chapter 9 – 19 inclusive)</td>
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Performance Requirements

CLASS POLICIES:

1. Student Attendance

Class attendance is very important. It not only maximizes a students’ learning experience but 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, students are responsible for their own learning and
performance in this course. Please refer to page 32 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 and ensuring that they are prepared for the next class,
including the completion of any due assignments or studying for an examination that may be taking
place. Additionally, students must be present in class to obtain participation marks for that
particular date.

2. Late/Incomplete Assignments

All assignments are to be submitted at the beginning of the class in which they are due. Any
incomplete or late assignments will result in a zero unless a doctor’s note or reasonable explanation
is provided and approved at the instructor’s discretion.

3. Academic Misconduct (page 32 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:

a. Plagiarism or the submission of another person’s work as one’s own
b. The use of unauthorized aids in assignments or examinations (cheating)
c. Collusion or the unauthorized collaboration with others in preparing work
d. The deliberate misrepresentation of qualifications
e. The willful distortion of results or data
f. 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.

4. 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 Learner Assistance Program
Office at 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)
Authorization

This course outline has been reviewed and approved by the Program Chair.

[Signature]
Kailey Armstrong, Instructor

[Signature]
Gina Langager, Chair
Dec 13/12
Date Authorized

[Signature]
Guy Harnier, Dean
Dec 10/12
Date Authorized

Signed copies to be delivered to:
Instructor
Registrar’s Office