

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

De Janasz, Suzanne C., Dowd, Karen., O & Schneider, Beth Z. (2009).
Interpersonal Skills in Organization (4 edition). McGraw Hill

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

Descriptor	Alpha Grade	4.0 Scale	Percent
Excellent	A+	4.0	> 93.9
	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	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

Class Schedule

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

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

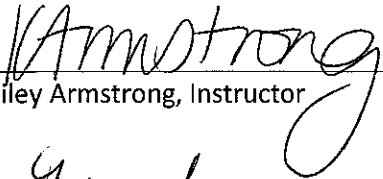
Penalties for academic offences may range from a verbal reprimand to dismissal from the College, and in certain circumstances may involve legal action.

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

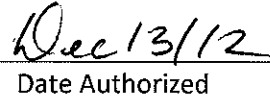
This course outline has been reviewed and approved by the Program Chair.



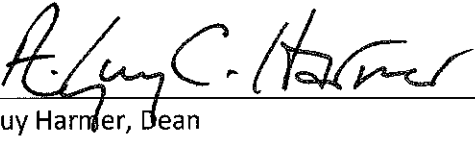
Kailey Armstrong, Instructor




Gina Langager, Chair



Date Authorized



Guy Harner, Dean



Date Authorized

Signed copies to be delivered to:

Instructor

Registrar's Office

