

BUS 102E 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.

Instructor

Joanne Hlina

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Office Hours

Tuesday 13:00 to 13:50

Wednesday 13:00 to 13:50

17:00 to 17:50

Thursday 14:00 to 15:50

Hours of Instruction

BUS 102A: Wednesday 18:30 – 21:30 Room S210

Required Resources

De Janasz, Suzanne C., Dowd, Karen O., & Schneider, Beth Z. (2009). *Interpersonal Skills in Organizations* (5th edition). McGraw Hill. ISBN: 978-0-07-811280-5

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

Course Outcomes

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

1. 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:
 - a. Take assessments such as the Emotional Intelligence test and Learning Styles assessments to determine strategies for personal success.
 - b. Determine your strengths and understand how they might guide you in personal and professional choices.
 - c. Assess your limitations and develop a self-improvement plan for improving in these areas.
2. Gain understanding and insight into your personality, attitudes, and behaviours. The following concepts, skills, and issues are used to support this Outcome:
 - a. Use the Personality Dimensions instruments to assess your own interpersonal style and the styles of two classmates or coworkers.
 - b. Write a short report to document your analysis.
3. 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:
 - a. Apply goal setting and time management strategies to maximize use of time and career networking.
 - b. Identify personal job related skills.
 - c. Learn how to answer behavioral descriptive interview questions.
 - d. Participate as both an interviewer and a candidate in mock job interviews.
4. 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:
 - a. Work on developing effective relationships with others.
 - b. Recognize and manage sensitive interpersonal situations.
 - c. Develop strategies to manage conflict through role plays and simulations.
 - d. Understand the value of diversity in our workplaces and communities.
 - e. Analyze a movie on a diversity theme and make a team presentation on this topic.
5. 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:
 - a. Manage your team and project effectively.
 - b. Engage in fund raising activities as required to fulfill your objectives.
 - c. Increase productivity through use of effective goal setting and time management strategies.
 - d. Increase your ability to contribute to organizations, your community, and your family.

Evaluation

Your grade in this course will be derived as follows:

Assignment #1, Report - Interpersonal Styles	10%
Assignment #2, Team Presentation - Diversity	10%
Forum & Lecture Participation	10%
Peer Evaluation - Role Plays	10%
Final Presentations - Service Projects	5%
Service Project Self-Evaluation	10%
Online Quizzes	10%
Mid-term Exam	15%
Final Exam	20%
Total	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	C+	2.3	67 – 69.9
	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

Performance Requirements

Student Attendance

Class attendance is useful for two reasons. First, class attendance maximizes a students' 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.

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

Academic misconduct is an act which may result in a false evaluation of the student's academic standing, or which represents an attempt to unfairly gain an academic advantage, where the person knew or ought reasonably to have known that it was misconduct.

Whether or not a student intended to commit academic misconduct is not relevant for a finding of academic misconduct. Students are responsible for verifying the academic integrity of their work before submitting it. 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

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

Specialized Supports

Counselling and Disability Services

Counselling Services provides a wide range of specialized counselling services to prospective and registered students, including personal, career and academic counselling.

SKILL Centre

The SKILL Centre is a learning space in the Clearwater Campus at Keyano College where students can gather to share ideas, collaborate on projects and get new perspectives on learning from our tutorial staff.

The SKILL Centre, through a variety of delivery methods, provides assistance in skill development to Keyano students. Assistance is provided by instructors, staff and student tutors. Individuals wishing to improve their mathematics, writing, grammar, study, or other skills, can take advantage of this unique service.

Assignments

All assignments must be retained in electronic format in students' files. Moodle is a required component of the course, as all due dates and grades will be posted there. Please pay careful attention to the information on Academic Misconduct (page 35 of the online Credit Calendar) for behaviour such as cheating and plagiarism. The penalty for such behaviour is a zero on the assignment and no opportunity to resubmit it.

Assignments must be handed in on the due date at the beginning of class. If being submitted on Moodle, assignments must be submitted by the due date posted. Late assignments will receive a mark of zero (unless there are documented extenuating circumstances such as illness). Technology issues **are not** considered valid grounds for late assignments.

In-class assignments must be completed in class on the assigned date.

Assessments

All assessment dates will be posted on Moodle and are subject to change.

Assessments must be written when scheduled. Make-up assessments will not be given unless there are documented extenuating circumstances. Students are expected to notify their instructor if they are unable to attend class.

The final examination will be a maximum of three hours in length and scheduled during the final exam period. All final examinations must be written on the specified examination date, or the conditions listed in the Keyano College Calendar under "Deferred Final Examination" will apply. Students with accommodations must inform the instructor and the Skill Centre of any necessary arrangements **at least three weeks in advance** of the final exam date.

Teaching and Learning Methodologies

A wide variety of teaching and learning methodologies are used to appeal to a broad range of learning styles. Lectures, PowerPoints, videos, research and writing projects, team activities, student presentations, social media explorations, career fairs, and field trips may all be used in the class.

Notes and other material covered in the course will be posted on Moodle, an online learning website. Students are responsible for ensuring they are able to login and access documents. Students who are not able to access Moodle must inform the instructor immediately. Moodle will be kept up-to-date with all course specific content and information. In addition, an approved course outline and schedule will be posted. It is the student's responsibility to check Moodle for updates in order to stay current with course requirements.

Professionalism

Students must behave in a manner that is respectful and professional toward their instructors, classmates, and administration. Student communication, both written and verbal, must be completed in a professional manner. Inappropriate discussion topics or language will not be tolerated. Written communication must be done through the Keyano College email accounts and composed in a respectful manner. In addition, students will dress in a professional manner. Casual business clothing is preferred. Low necklines and short bottoms/skirts are not deemed professional attire. Participation in class activities is expected. The use of cell phones and social media is not allowed in the classroom, unless specified by your instructor.

Tentative Course Schedule

*This course outline may be modified to facilitate unforeseen time constraints.
Date and time allotted to each topic is subject to change.

	TOPIC	READINGS
Week 1 Sept 2 – 4	Journey into Self-Awareness/Introduction to Interpersonal Communication	Ch. 1, <i>Interpersonal Skills in Organizations</i> Unit #1 (Modules)
Week 2 Sept 7 – 11	Self-Concept, Perception, and Self-Disclosure Personality Dimensions Hand-out: Assignment #1 Due Sept 30	Ch. 2, <i>Interpersonal Skills in Organizations</i> Unit #2 (Modules)
Week 3 Sept 14 – 18	Nonverbal Communication	Unit #3 (Modules)
Week 4 Sept 21 – 25	Verbal Communication/Conveying Verbal Messages	Ch. 7, <i>Interpersonal Skills in Organizations</i> Unit #4 (Modules)
Week 5 Sept 28 – Oct 2	Active/Empathetic Listening and Feedback Assignment #1 Due	Ch. 6, <i>Interpersonal Skills in Organizations</i> Unit #5 (Modules)
Week 6 Oct 5 – 9	Persuasive Influence MIDTERM EXAM	Ch. 8, <i>Interpersonal Skills in Organizations</i> Unit #6 (Modules)
Week 7 Oct 12 – 16	Conflict Management Hand-out: Assignment #2: Team PowerPoint on Diversity Theme Due Nov 4	Ch. 5 and 11, <i>Interpersonal Skills in Organizations</i> Unit #7 (Modules)
Week 8 Oct 19 – 23	Team Building, Facilitation, and Coaching	Ch. 10, 13 & 17, <i>Interpersonal Skills in Organizations</i>
Week 9 Oct 26 – 30	Employment Selection – Interviewing	Unit #8 (Modules)
Week 10 Nov 2 – 6	Goal Setting and Time and Stress Management Assignment #2: Team PowerPoint Presentations	Ch. 3 and 4, <i>Interpersonal Skills in Organizations</i>
Week 11 Nov 9 – 13	No class – Remembrance Day	
Week 12 Nov 16 – 20	Performance Appraisals/Self-performance reviews Empowerment and Effective Delegation Final Service Project Presentations	Ch. 18, <i>Interpersonal Skills in Organizations</i> Unit #9 (Modules)
Week 13 Nov 23 – 27	Networking and Politicking Hand in Evaluations for Service Projects	Ch. 15 & 16, <i>Interpersonal Skills in Organizations</i>
Week 14 Nov 30 – Dec 4	Negotiation	Ch. 9, <i>Interpersonal Skills in Organizations</i>
Week 15 Dec 7 – 11	FINAL EXAM PERIOD	

Important Dates to Remember

Sep 1	Orientation Day
Sep 2	First day of class
Sep 7	College Closed (Labour Day)
Sep 8	Last day to add courses for academic programs; Tuition is due (\$100 late fee charged after this date)
Sep 15	Last day to drop courses with a full refund (\$100 deposit is non-refundable); Last day to waive SAKC Health & Dental plan or add family
Sep 26	Deadline to Apply for Co-operative Education
Sep 30	Last day to submit Keyano College Fall Awards Applications
Oct 9	Last day to withdraw with a refund (50%)
Oct 12	College Closed (Thanksgiving Day)
Oct 30	Last day to withdraw from Cooperative Education
Nov 11	No Classes (Remembrance Day)
Nov 12-13	No Classes (Reading Days)
Nov 25	Last day to withdraw (Grade of W)
Dec 4	Last day of classes
Dec 7-11	Final Exam period
Dec 18	Final Grades submitted for fall semester
Dec 25-31	College Closed (Christmas Break)
Jan 1	College Closed (New Year's Day)
Jan 5	Winter Semester begins for academic programs

Authorization

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

Joanne Hlina, Instructor

Gina Langager, Chair

Date Authorized

Guy Harmer, Dean

Date Authorized

Signed copies to be delivered to:

Instructor

Registrar's Office