

**BUS 102E, Interpersonal Skills for Business***Three credits/2 hours lecture, 1 hour tutorial*

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, EdD

S113A

Phone number

Work: 780-791-8946

Home: 780-743-0253

Cell: 780-799-9934

[cynthia.odonnell@keyano.ca](mailto:cynthia.odonnell@keyano.ca)**Office Hours**

Monday 11:00 – 11:50

Tuesday 5:30 – 6:30

Wednesday 2:00 – 2:50

Thursday 10:00 – 10:50

Friday 1:00 – 1:50

**Hours of Instruction**

BUS 102E: Tuesday 6:30-9:30 p.m.

**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

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

Personality Dimensions Participant Packs (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 behavioural 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:

|   |      |
|---|------|
| Mid-term Exam                                 | 15%  |
| Final Exam                                    | 20%  |
| Assignment #1, Report on Interpersonal Styles | 10%  |
| Assignment #2, Team Presentation on Diversity | 10%  |
| Lecture and Moodle Participation              | 10%  |
| Peer Marking of Role Plays                    | 10%  |
| Final Presentations for Service Projects      | 5%   |
| Service Project Self-Evaluations              | 10%  |
| Online Quizzes                                | 10%  |
|   | 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 |
| <b>Progression</b> | 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 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.

More specific details are found in the Student Rights and Student 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 Student 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 / or 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
- 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 Student 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 Student 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 will not be graded until you show this signed certificate.

**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.

**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 Sept. 20 (due in class on Oct. 4) 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 Oct. 25 and will be due on Nov. 22. 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) the grade on peer evaluations of role plays; 2) lecture attendance and participation in Moodle discussions; and 3) 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 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 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 150 minutes in duration and is tentatively scheduled for Week 6. 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 of Topics**

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

**Please Note:**

Date and time allotted to each topic may be subject to change.

| WEEK #/DATE           | TOPIC   | READINGS   |
|-----------------------|---|--|
| Week #1<br>(Sept. 13) | Journey into Self-Awareness/Introduction to Interpersonal Communication<br><br>The Interactive and Transactional Models for the Communication Process   | Ch. 1, <i>Interpersonal Skills in Organizations</i><br><br>Unit #1 (Modules)         |
| Week #2<br>(Sept. 20) | Self-Concept, Perception, and Self-Disclosure<br><b>Personality Dimensions</b><br><br>Hand-out Assignment #1<br><b>Assignment #1 Due (Oct. 4, BUS 102E)</b>   | Ch. 2, <i>Interpersonal Skills in Organizations</i><br><br>Unit #2 (Modules)         |
| Week #3<br>(Sept. 27) | Nonverbal Communication<br><br>Organizational Presentations for Service Projects Due (Team PowerPoints)   | Unit #3 (Modules)  |
| Week #4<br>(Oct. 4)   | Verbal Communication/Conveying Verbal Messages<br><br>Assignment #1 Due Oct. 4 (BUS 102E)   | Ch. 7, <i>Interpersonal Skills in Organizations</i><br><br>Unit #4 (Modules)         |
| Week #5<br>(Oct. 11)  | <b>Thanksgiving Holiday (Oct. 10). No Classes on Monday.</b><br><br>Active/Empathetic Listening and Feedback  | Ch. 6, <i>Interpersonal Skills in Organizations</i><br><br>Unit #5 (Modules)         |
| Week #6<br>(Oct. 18)  | Persuasive Influence<br><br><b>MIDTERM EXAM (Part 1 and 2 after a brief lecture.)</b>   | Ch. 8, <i>Interpersonal Skills in Organizations</i><br><br>Unit #6 (Modules)         |
| Week #7<br>(Oct. 25)  | Conflict Management<br><br>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)<br>Assignment #2 Due (Nov. 22) | Chs. 5 and 11, <i>Interpersonal Skills in Organizations</i><br><br>Unit #7 (Modules) |
| Week #8<br>(Nov. 1)   | Team Building, Facilitation, and Coaching   | Chs. 10, 13 & 17, <i>Interpersonal Skills in Organizations</i>                       |

|                       |  |  |
|-----------------------|--|--|
| Week #9<br>(Nov. 8)   | Employment Selection – Interviewing<br><b>Reading Days (Nov. 9, 10); No classes</b><br><b>Remembrance Holiday (Nov. 11); College closed</b>  | Unit #8 (Modules)  |
| Week #10<br>(Nov. 15) | Goal Setting and Time and Stress Management  | Chs. 3 and 4, <i>Interpersonal Skills in Organizations</i>   |
| Week #11<br>(Nov. 22) | Performance Appraisals/Self-performance reviews<br><br>Assignment #2: Team PowerPoint Presentations on Diversity to be presented on Nov. 22  | Unit #9 (Modules)  |
| Week #12<br>(Nov. 29) | Empowerment and Effective Delegation<br>Networking and Politicking<br><br>Final Service Project Presentations, (Tues., Nov. 29; to be continued in second half of lectures next week if necessary) | Ch. 18, <i>Interpersonal Skills in Organizations</i><br><br>Chs. 15 and 16, <i>Interpersonal Skills in Organizations</i> |
| Week #13<br>(Dec. 6)  | Negotiation<br><br>Hand in Evaluations for Service Projects on Tuesday, Dec. 6 (BUS 102E).   | Ch. 9, <i>Interpersonal Skills in Organizations</i>  |
| Dec. 12-16            | <b>FINAL EXAM PERIOD</b>   |  |

Commented [C01]: