

BUS 102E Interpersonal Skills for Business

3 credits, 16 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 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

Iggy Goremuचेche

S111A

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Office Hours

Monday 17:00 – 17:50

Tuesday 17:00 – 17:50

Wednesday 16:00 – 17:50

Thursday 13:00 – 13:50

Hours of Instruction

Tuesday 18:30 - 21:30 S105

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

Students will be able to:

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 behaviors.
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).

Evaluation

Assignments	30%
Moodle and Lecture participation	15%
Final Presentations	15%
Mid-Term Exam	20%
Final Exam	20%

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

Failure to achieve a weighted average of 50% on the exams will result in a failing grade (F).

This course is an equivalent for a course required for completion of the CGA program. A grade of C+ or more is required for this purpose.

This course is an equivalent for a course required to qualify for the CMA entrance exam. A grade of D or higher in this course and a GPA of 2.7 in all CMA prerequisites is required for this purpose.

Performance Requirements

CLASS POLICIES (Please also refer to pages 27 through 31 of the Credit Calendar)

1. **Cellular Phones** are a distraction to both your fellow students and the class instructor. All cellular phones are to be turned off, or at minimum set on silent mode prior to the beginning of class time.

If a student is observed using a cellular phone at any time during class, i.e. sending or reading text messages, they will be asked to leave the classroom for the remainder of class time.

2. **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.

3. **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 wilful 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.

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)

5. **Success Criteria** - To receive a passing grade (a grade score of D or higher) in this class, a total mark of 50% (on all work) and a weighted average mark of at least 50% on the examinations must be attained. That is, you must satisfy both final class mark and exam mark requirements to receive a passing grade.
Failure to meet either of these criteria will result in a maximum grade of F.

Proposed Schedule

TOPICS TO BE COVERED AND IMPORTANT DATES:

Week beginning	Topic	Readings
Jan 6	Journey into Self Awareness	Chapter 1
	The Interactive and Transactional Models for Communication	
	Self Concept, Perception and Self Disclosure	Chapter 2
	Non Verbal Communication	Unit # 3 (Modules)
	Verbal Communication	Chapter 7, Unit #4 (Modules)
	Active /Empathetic Listening and feedback	Chapter 6, Unit#5 (Modules)
	Persuasive Influence	Chapter 8 , Unit#6(Modules)
	Mid term Exams	
	Reading Week	
	Team Building , Facilitation and coaching	Chapters 10, 13, 17
March 10	Employment Selection - interviewing	Unit #8 (modules)
March 17	Goal Setting and Time and Stress Management	Chapters 3, 4
	Performance Appraisal	Unit #9 (Modules)
March 31	Empowerment and Effective Delegation	Chapter 18
April 7	Networking and Politicking	Chapters 15,16
April 14	Final Presentation	
April 21	Final Exams	

NOTES:

- This proposed schedule may be subject to change to facilitate unforeseen time constraints and circumstances

Assignments

Week Due	PROBLEM SET			MARKS
13 Jan		Assignment 1		15%
10 Feb		Assignment 2		15%
17 Feb		Midterms		20%
				15%
April 14		Final Presentations		
April 21		Final Exam		20%

Assignments are due by the **BEGINNING** of the class on the date specified, unless arrangements have been made prior to that assignment's due date.

Fifteen (3) marks will be deducted for each day, or part thereof, that an assignment is late. Assignments will not be accepted more than three (3) days late, and a mark of zero will be given for that assignment.

All assignments are to be handed in hard copy, AND soft copy on moodle.

Wherever appropriate, show your work. Marks will be given for the process, not for just the answer. It is important to show **ALL** your calculations.

Format and presentation count.

ENGLISH, GRAMMAR AND NEATNESS ALWAYS COUNT!

Authorization

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

Iggy Goremucheche, Instructor

Gina Langager, Chair

Date Authorized

Guy Harmer, Dean

Date Authorized

Signed copies to be delivered to:

Instructor
Registrar's Office