BUS 102E – Interpersonal Skills for Business
3 Credits, 3 hours per week

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.

Prerequisites: None

Instructor

Cristina Fuentes
Office location: Syncrude Technology Centre Office S111B
Phone number: 780-791-8939
cristina.fuentes@keyano.ca

Office Hours

Monday, Tuesday, and Friday	12:00 p.m. – 12:50 p.m.
Wednesday	2:00 p.m. – 2:50 p.m.
Thursday	5:00 p.m. – 5:50 p.m.

Hours of Instruction

Thursday	6:30 p.m. – 9:30 p.m.	Room S216

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)

Course Outcomes

Upon successful completion of this course, the student shall be able to:

- Develop self-awareness or self-knowledge as the starting point for effectiveness at work.

- Determine your strengths and understand how they might guide you in personal and professional choices.

- Assess your limitations and develop a self-improvement plan for improving in these areas.

- Gain understanding and insight into your personality, attitudes, and behaviors.

- Set appropriate life and career goals.

- Develop relationships with others.

- Use team building skills (e.g., active listening, encouraging candor, maintaining a cooperative and collaborative environment).

Evaluation

Participation 15%

Assignments...............................15%

Quizzes 15%

Mid-Term...................................15%

Service Project...........................20%

Final Exam 20%

Total..100%

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.

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*
Progression	*C-*	*1.7*	*60 – 63.9*
Poor	*D+*	*1.3*	*57 –59.9*
Minimum Pass	*D*	*1.0*	*50 – 56.9*
Failure	*F*	*0.0*	*< 50*

Please Note:

Date and time allotted to each topic is subject to change.

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. 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 Accessibility 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.

Authorization

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

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Cristina Fuentes, Instructor

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Nermin Zukic, Chair   Date Authorized

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Vincella Thompson, Dean   Date Authorized

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