

OA 135 A Human Relations in Business

Two Credits, 16 weeks, 4 hours per week

This course focuses on personality development for work. It is becoming increasingly evident that students need highly-developed human relations skills to be successful in the workplace. This course is designed to guide students through building and shaping their behavior so that they get along effectively with others in a business environment. The necessity for and the development of teamwork skills is emphasized throughout the course. Students will work in teams on community-oriented service projects of their choice. The importance of creative thinking and problem-solving skills for today's office professional is also stressed.

Prerequisites and/or co-requisites: None

Instructor

Cynthia O'Donnell
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Office Hours

Monday 2:00 – 2:50
Tuesday 2:00 – 2:50
Wednesday 10:00 – 10:50
Thursday 5:30 – 6:30
Friday 10:00 – 10:50

Hours of Instruction

Monday 8:00 – 9:50
Wednesday 8:00 – 9:50

Required Resources

Suzanne C. de Janasz, Karen O. Dowd, & Beth Z. Schneider, Barbara M. Rice. (2009). *Interpersonal Skills in Organizations* (Canadian edition).
ISBN-13: 978-0-07-097990-1

Participant Pack Personality Dimensions

Course Outcomes

1. To help the adult learner develop an understanding of the importance of self-esteem and self-improvement as they relate to professional and personal success.
2. To further develop communication skills with emphasis on various speaking, listening, and conflict resolution skills that are appropriate to an office environment.
3. To recognize the impact of personal image on the image of an organization.
4. To gain understanding and insight into personality, attitudes, and behaviours.
5. To develop creative thinking, problem-solving, and teamwork skills and to make learners become aware of the importance of these skills in today's job market.
6. To set appropriate life and career goals.
7. To be able to choose appropriate behaviours for interacting with management, co-workers, and the public in a variety of workplace situations.
8. To further develop effective and efficient work habits and self-management skills and to help the learners develop a professional attitude and good work ethic.
9. To understand and demonstrate the value of diversity.
10. To increase learners' ability to contribute to organizations, their community, and their family.

Evaluation

Skill Development (Quizzes)	15%
Task Completion (2 assignments)	20%
Class & Moodle Participation, Role Plays	15%
Dress Code Mark	10%
Organizational Presentations on Service Projects	5%
Service Projects	15%
Final Team Presentations on Service Projects	5%
Final Exam	15%
TOTAL	100%

The progression/minimum standard for passing this course is a grade of C- or 60-64%.

OFFICE ADMINISTRATION GRADING SYSTEM

Calendar Descriptor	Alpha Grade	4.0 Scale	OA %	Descriptor
Excellent (90% - 100%)	A+	4.0	99-100	Outstanding performance, indicating superior understanding of subject matter and concepts; development of relevant skills to a high level; a high level of interpretive and analytical ability; originality or intellectual initiative; achievement of all major and minor objectives of the course
	A	4.0	95-98	
	A-	3.7	90-94	
Good (75% - 89%)	B+	3.3	85-89	Very good to good performance, indicating thorough understanding of subject matter and concepts; development of relevant skills to a fairly high level; good interpretive and analytical ability; evidence of intellectual initiative; achievement of major and minor objectives of the course.
	B	3.0	80-84	
	B-	2.7	75-79	
Satisfactory (60% - 74%)	C+	2.3	70-74	Demonstrates an acceptable understanding of subject matter and concepts; development of skills to a satisfactory level; adequate interpretive and analytical ability; achievement of major objectives of the courses; some minor objectives may be achieved.
	C	2.0	65-69	
Progression/ OA Minimum Pass	C-	1.7	60-64	
Unsatisfactory	D+	1.3	55-59	
	D	1.0	50-54	
	F	0.0	0-49	

Measure	“A” Level Performance	“B” Level Performance	“C” Level Performance	D & F Levels of Performance
Task Completion	Completes all assignments at a superior level	Completes most assignments at a superior level and few at an acceptable level	Completes most tasks at an acceptable level	Completion of tasks at an unacceptable level or incompleteness of tasks
Participation	Eagerly and positively contributes	Volunteers occasionally	Participates when prompted	Lacks participation
Group Work	Takes a leadership role in group	Contributes to group work	Involved in group work	Misses group work or impedes team progress
Skill Development	Exceeds the required skill level and consistently demonstrates the learned skill	Demonstrates the learned skill and an understanding of the importance of the skill	Demonstrates a theoretical understanding of the skill and a willingness to work toward development	Does not demonstrate an acceptable understanding of the skill

Performance Requirements

1. 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 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. 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 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.

2. Academic Misconduct and Discipline (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:

- 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

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

3. 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 Disability Support Services: Learner Assistance Program in the Counselling department at 780-792-5608 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)

Notes on Course Evaluation

1. **Assignments:** There will be two assignments in this course that students will require significant time to conduct/write outside of class. The first of these assignments will be handed out in Week 2 (due on Wed., Oct. 10) 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 presentation on diversity issues. You will receive a choice of a number of films to analyze. The second assignment will be handed out in Week 7 and will be due on Wed., Nov. 7 and Wed., Nov. 14.
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.**

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, Moodle discussions/forums, videos, role plays, self-evaluations, and group problem-solving exercises. Participation in the Moodle discussions/forums is a required component of the course.

Proposed Schedule

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

WEEK #/DATE	TOPIC	READINGS
Week #1 Sept. 4-7	Labour Day Holiday (Sept. 3), No classes College-Wide Orientation Day (Sept. 4) Introduction to Interpersonal Communication Increasing Your Self-Awareness, Dress Code, Success as a Student and Worker, Service Projects Digital Scavenger Hunt/PowerPoint or Facebook Presentations	Ch. 1, <i>Interpersonal Skills in Organizations</i>
Week #2 Sept. 10-14	Establishing Goals and Self-Concept, Perception, Self-Disclosure, and Trust Personality Dimensions <i>Hand-out Assignment #1</i>	Ch. 2, <i>Interpersonal Skills in Organizations</i>
Week #3 Sept. 17-21	Nonverbal Communication	Handout
Week #4 Sept. 24-28	Verbal Communication Team Organizational Presentations for Service Projects (PowerPoints to be presented on Wed., Sept. 26)	Ch. 6, <i>Interpersonal Skills in Organizations</i>
Week #5 Oct. 1-5	Active/Empathetic Listening and Feedback	Ch. 5, <i>Interpersonal Skills in Organizations</i>
Week #6 Oct. 9-12	Thanksgiving Holiday (Oct. 8), No classes Persuasive Influence and Understanding and Working with Diverse Others Assignment #1 Due (Wed., Oct. 10)	Ch. 4, <i>Interpersonal Skills in Organizations</i>
Week #7 Oct. 15-19	Managing Conflict <i>Hand-out Assignment #2</i>	Ch. 9, <i>Interpersonal Skills in Organizations</i>
Week #8 Oct. 22-26	Building Teams and Work Groups	Ch. 8, <i>Interpersonal Skills in Organizations</i>
Week #9 Oct. 29-Nov. 2	Employment Selection—Interviewing HR Discussion Panel for Interviewing Skills (Tentative Date)	Handout

Week #10 Nov.5-9	Remembrance Day Holiday (Nov. 11), No classes Time and Stress Management Assignment #2, Team Diversity Presentations, Due (Wed., Nov. 7 & Wed., Nov. 14)	Ch. 3, <i>Interpersonal Skills in Organizations</i>
Week #11 Nov. 12-16	Providing Feedback for Improved Performance and Performance Appraisals	Ch. 11, <i>Interpersonal Skills in Organizations</i>
Week #12 Nov. 19-23	Achieving Results through Effective Meetings Final Team Presentations on Service Projects	Ch. 10, <i>Interpersonal Skills in Organizations</i>
Week #13 Nov. 26-30	Networking and Mentoring Final Team Presentations on Service Projects	Ch. 7, <i>Interpersonal Skills in Organizations</i>
Week #14 Dec. 3-7	Power and Politicking	Ch. 12, <i>Interpersonal Skills in Organizations</i>
Dec. 10-19	FINAL EXAM PERIOD	

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

Important Dates to Remember

Sept. 3	Labour Day, College closed.
Sept. 4	Orientation Day.
Sept. 5	Fall semester begins for academic programs.
Sept. 11	Last day to add courses for academic programs. Fall semester fees due.
Sept. 18	Last day to drop courses for academic programs. Last day to waive KCSA Health & Dental Plan.
Sept. 21	Fall Awards Application deadline.
Sept. 28	Deadline to apply for Co-operative Education for first term.
Oct. 8	Thanksgiving Day, College closed.
Oct. 12	Last day to withdraw from course(s) with 50% refund of application fees.
Oct. 26	Last day to withdraw from course(s) without academic penalty.
Oct. 31	Last day to withdraw from Co-operative Education for first term.
Nov. 12	Holiday in place of Remembrance Day, No classes.
Nov. 27	Fall Awards Celebration.
Dec. 7	Last day of classes for students in Certificate, Diploma, and University Programs.
Dec. 10-19	FINAL EXAM PERIOD.

Authorization

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

Cynthia O'Donnell, Instructor

Gina Langager, Chair

Date Authorized

Guy Harmer, Dean

Date Authorized

Signed copies to be delivered to:

Instructor
Registrar's Office