OA 135 Human Relations in Business

2 Credits, 16 weeks, 4 hours lecture

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

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

Monday	14:00	to	15:50	C282
Thursday	10:00	to	11:50	S237

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

Course Outcomes
The student will be able to:

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

Attendance 5%
Dress Code 5%
Assignments 15%
Quizzes 20%
Class Participation, Role Plays 20%
Service Projects 20%
Final Exam 15%
    Total 100%

A grade of C- is required for progression.

Office Administration Grading System
The minimum standard for passing this course is a grade of C- (60%).

Descriptor	Alpha Grade	4.0 Scale	Percent
	A+	4.0	> 98.9
Excellent	A	4.0	95 – 98.9
	A-	3.7	90 – 94.9
	B+	3.3	85 – 89.9
Good	B	3.0	80 – 84.9
	B-	2.7	75 – 79.9
	C+	2.3	70 – 74.9
Satisfactory	C	2.0	65 – 69.9
Progression	C-	1.7	60 – 64.9
Poor	D+	1.3	55 – 59.9
Min Pass	D	1.0	50 – 54.9
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.

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

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.

		Readings
Week 1 **Sept 2 – 4**	**TOPICS:** Introduction to Interpersonal Communication and Increasing Self-Awareness	Chapter 1
Week 2 **Sept 7 – 11**	**TOPICS:** Establishing Goals; Self-Concept, Perception, Self-Disclosure and Trust	Chapter 2
Week 3 **Sept 14 – 18**	**TOPICS:** Active Listening	Chapter 5
Week 4 **Sept 21 – 25**	**TOPICS:** Nonverbal Communication	Chapter 5
Week 5 **Sept 28 – Oct 2**	**TOPICS:** Verbal Communication	Chapter 6
Week 6 **Oct 5 – 9**	**TOPICS:** Persuasive Influence; Understanding and Working with Diverse Others	Chapter 4
Week 7 **Oct 12 – 16**	**TOPICS:** Building Teams and Work Groups	Chapter 8
Week 8 **Oct 19 – 23**	**TOPICS:** Managing Conflict	Chapter 9
Week 9 **Oct 26 – 30**	**TOPICS:** Achieving Results through Effective Meetings	Chapter 10
Week 10 **Nov 2 – 6**	T**OPICS:** Time and Stress Management	Chapter 3
Week 11 **Nov 9 – 13**	**TOPICS:** Providing Feedback for Improved Performance and Performance Appraisals	Chapter 11
Week 12 **Nov 16 – 20**	Team Presentations - Service Projects	
Week 13 **Nov 23 – 27**	**TOPICS:** Networking and Mentoring	Chapter 7
Week 14 **Nov 30 – Dec 4**	**TOPICS:** Power & Politicking	Chapter 12
Week 15 **Dec 7 – 11**	**FINAL EXAMINATION PERIOD**	

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