

**OA 135 Human Relations in Business**

*2 Credits, 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**

Pam Wenaus

Office location: S111E

Phone: 780.791.8956

[pam.wenaus@keyano.ca](mailto:pam.wenaus@keyano.ca)

**Office Hours**

Monday	12:00 p.m.	to	12:50 p.m.
Tuesday	10:00 a.m.	to	10:50 a.m.
Wednesday	12:00 p.m.	to	12:50 p.m.
Thursday	12:00 p.m.	to	12:50 p.m.
Friday	12:00 p.m.	to	12:50 p.m.

**Hours of Instruction**

Wednesday	1:00 p.m.	to	2:50 p.m.	C282
Friday	1:00 p.m.	to	2:50 p.m.	C282

**Required Resources**

Suzanne C. de Janasz, Karen O. Dowd, & Beth Z. Schneider. (2009). *Interpersonal Skills in Organization*. McGraw Hill Education – Fifth Edition. ISBN-13: 9780078812805

**Course Outcomes**

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

- 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.
- To further develop communication skills with emphasis on various speaking, listening, and conflict resolution skills that are appropriate to an office environment.
- To recognize the impact of personal image on the image of an organization.
- To gain understanding and insight into personality, attitudes, and behaviours.
- 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.
- To set appropriate life and career goals.
- To be able to choose appropriate behaviours for interacting with management, co-workers, and the public in a variety of workplace situations.
- 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.
- To understand and demonstrate the value of diversity.
- To increase learners' ability to contribute to organizations, their community, and their family.

**Evaluation**

In-Class Participation/Dress Code .....	15%
Assignments .....	20%
Quizzes .....	20%
Projects .....	20%
Final Exam .....	25%
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
Excellent	A+	4.0	> 98.9
	A	4.0	95 – 98.9
	A-	3.7	90 – 94.9
Good	B+	3.3	85 – 89.9
	B	3.0	80 – 84.9
	B-	2.7	75 – 79.9
Satisfactory	C+	2.3	70 – 74.9
	C	2.0	65 – 69.9
<b>Progression</b>	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

**Proposed Schedule of Topics**

**Please Note:**

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

	<b>Wednesday</b>	<b>Friday</b>
Sept 6 & 8 <b>Week 1</b>	Introductions and Scavenger Hunt <b>Chapter 1</b> – Journey into Self-awareness <b>Chapter Quiz</b>	<b>Chapter 2</b> – Self-disclosure and Trust <b>Chapter Quiz</b>
Sept 13 & 15 <b>Week 2</b>	<b>Chapter 3</b> – Establishing Goals Consistent with Your Values and Ethics <b>Chapter Quiz</b>	<b>Assignment</b>
Sept 20 & 22 <b>Week 3</b>	<b>Chapter 4</b> – Self-management <b>Chapter Quiz</b>	<b>Chapter 5</b> – Understanding and Working with Diverse Others <b>Chapter Quiz</b>
Sept 27 & 29 <b>Week 4</b>	<b>Chapter 6</b> – Listening and Nonverbal Communication <b>Chapter Quiz</b>	<b>Assignment</b> <b>Service Project Introductions</b>
Oct 4 & 6 <b>Week 5</b>	<b>Chapter 7</b> – Communicating Effectively <b>Chapter Quiz</b>	<b>Chapter 8</b> – Persuading Individuals and Audiences <b>Chapter Quiz</b>
Oct 11 & 13 <b>Week 6</b>	<b>Chapter 9</b> – Negotiation <b>Chapter Quiz</b>	<b>Assignment</b>
Oct 18 & 20 <b>Week 7</b>	<b>Chapter 10</b> – Building Teams and Work Groups <b>Chapter Quiz</b>	<b>Chapter 11</b> – Managing Conflict <b>Chapter Quiz</b>
Oct 25 & 27 <b>Week 8</b>	<b>Chapter 12</b> – Achieving Business Results through Effective Meetings <b>Chapter Quiz</b>	<b>Assignment</b>
Nov 1 & 3 <b>Week 9</b>	<b>Chapter 13</b> – Facilitating Team Success <b>Chapter Quiz</b>	<b>Chapter 14</b> – Making Decisions and Solving Problems Creatively <b>Chapter Quiz</b>
Nov 8 & 10 <b>Week 10</b>	<b>Chapter 15</b> – Effective and Ethical Use of Power and Influence <b>Chapter Quiz</b>	<b>READING DAY</b>
Nov 15 & 17 <b>Week 11</b>	<b>Assignment</b>	<b>Chapter 16</b> – Networking and Mentoring <b>Chapter Quiz</b>
Nov 22 & 24 <b>Week 12</b>	<b>Chapter 17</b> – Coaching and Providing Feedback <b>Chapter Quiz</b>	<b>Chapter 18</b> – Leading and Empowering Self and Others <b>Chapter Quiz</b>
Nov 29 & Dec 1 <b>Week 13</b>	<b>Assignment</b>	<b>Service Project Presentations</b>
Dec 6 & 8 <b>Week 14</b>	<b>Service Project Presentations</b>	<b>Final Exam Review</b>
Dec 11,12,13,14,15 <b>Week 15</b>	<b>FINAL EXAM PERIOD</b>	

### 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 above regarding Academic Misconduct 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.

### 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 students' 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 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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Pam Wenaus, Instructor

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Nermin Zukic, Business Chair

Date Authorized

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Vincella Thompson, Dean

Date Authorized

**Signed copies to be delivered to:**

Instructor

Registrar's Office