OA 135 A & B  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
Office location: S111F
Phone; 780.791.8958
joanne.hlina@keyano.ca

Office Hours
Monday 3 p.m. – 3:50 p.m.
Wednesday 1 p.m. – 1:50 p.m.
Thursday 8 a.m. – 8:50 a.m.
1 p.m. – 2:50 p.m.

Hours of Instruction

OA 135 A
Tuesday 2:00 p.m. to 3:50 p.m. Room CC282
Thursday 9:00 a.m. to 10:50 a.m. Room S212

OA 135 B
Tuesday 10:00 a.m. to 11:50 a.m. Room CC267
Friday 10:00 a.m. to 11:50 a.m. Room S205

Required Resources
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%
Terms & Definitions Quizzes ......................... 15%
Assignments ....................................................... 15%
Class & Moodle Participation, Role Plays ...... 15%
Dress Code Mark ............................................. 10%
Presentations on Service Projects .............. 10%
Service Projects ............................................... 10%
Chapter Quizzes .............................................. 10%
Final Exam ........................................................... 10%
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%).*

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<thead>
<tr>
<th>Descriptor</th>
<th>Alpha Grade</th>
<th>4.0 Scale</th>
<th>Percent</th>
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<tbody>
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<tr>
<td></td>
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<td>A-</td>
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<td></td>
<td>B</td>
<td>3.0</td>
<td>80 – 84.9</td>
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<td>B-</td>
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<tr>
<td></td>
<td>C-</td>
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<tr>
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<td>D</td>
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<tr>
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Performance Requirements

1. **Student Attendance (page 35 of the online Credit Calendar)**
   Class attendance is useful for two reasons. First, it maximizes a 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, students are responsible for their 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.

   Attendance will be taken daily in each class. Students are expected to notify their instructor if they are unable to attend class. Attendance will make up 5% of your grade.

   Students are expected to maintain, at minimum, an 80% attendance rate in this course. If your attendance rate falls below 80%, you may face academic consequences.

2. **Academic Misconduct**
   By virtue of membership in the College’s academic community, students accept a responsibility to understand and abide by the Academic Regulations stated in the Keyano College course 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

   If you use specialized information or someone else’s ideas, you must provide correct documentation. Failure to do this is plagiarism. Plagiarism is literary theft of intellectual property and is a serious offence. Anyone discovered handing in plagiarized material will be given a grade of zero for the assignment. Further plagiarism offenses may lead to dismissal from the course. While students are encouraged to collaborate, this does not entail others can complete your course work. Unauthorized collaboration on independent assignments is collusion, and this also constitutes an academic offence that will result in a grade of zero and may result in dismissal from the course.

   Students must “refrain from unduly disturbing, disrupting or otherwise interfering” (Keyano College Course Calendar) with the work or other activities of fellow students or staff.

   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 Disability Services: Learner Assistance Program at (780) 791-8934 (Room 167) to initiate the process for documenting, assessing, and implementing your individual accommodation needs.

   If you have been diagnosed with a Learning Disability in the past, or you feel that you would benefit from some assistance from a Disabilities Counselor, please call (780) 791-8934 to book an appointment. In order to provide effective service, students are advised to address learner assistance issues at the beginning of the semester. Services and accommodations are intended to assist students in the course, while maintaining the academic standards of Keyano College. The Learner Assistance Program can be of assistance to you in disclosing your disability to your instructor, receiving accommodations, and your overall success at Keyano College.
It is the responsibility of the student to provide your instructor with any letter of accommodation a minimum of one week before the accommodation is needed. It is also the responsibility of the student to book any required work space when needed. Contact the SKILL Centre at (780) 792-5620 or skill.centre@keyano.ca. In addition, tutoring services are available at the SKILL Centre (Room 119).

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. 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 when available 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 (even on breaks). 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 are not allowed in the classroom, unless specified by your instructor.
**Important Dates to Remember**

- **Sept 1**  College Closed (Labour Day)
- **Sept 2**  Orientation Day
- **Sept 3**  First day of class
- **Sept 9**  Last day to add courses for academic programs;
- **Sept 9**  Tuition is due ($100 late fee charged after this date)
- **Sept 16**  Last day to drop courses with a full refund ($100 deposit is non-refundable)
- **Sept 16**  Last day to waive SAKC Health & Dental plan or add family
- **Sept 26**  Deadline to Apply for Cooperative Education
- **Sept 30**  Last day to submit Keyano College Fall Awards Applications
- **Oct 10**  Last day to withdraw with a refund (50%)
- **Oct 13**  College Closed (Thanksgiving Day)
- **Oct 29**  Last day to withdraw from Cooperative Education
- **Nov 11**  No Classes (Remembrance Day)
- **Nov 25**  Fall Awards Celebration
- **Nov 26**  Last day to withdraw (Grade of W)
- **Dec 5**  Last day of classes for academics
- **Dec 8-17**  Final Exam period for academics
- **Dec 19**  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**

Class Schedule: See the class schedule, topics, and readings as attached.

*Please Note:*
This course outline may be modified to facilitate unforeseen time constraints.
Date and time allotted to each topic is subject to change.
<table>
<thead>
<tr>
<th>Week</th>
<th>Topics</th>
<th>Readings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1 - Sept 1 - 5</td>
<td>Introduction to Interpersonal Communication and Increasing your Self-Awareness</td>
<td>Chapter 1</td>
</tr>
<tr>
<td>Week 2 - Sept 8 - 12</td>
<td>Establishing Goals; Self-Concept, Perception, Self-Disclosure and Trust</td>
<td>Chapter 2</td>
</tr>
<tr>
<td>Week 3 - Sept 15 - 19</td>
<td>Nonverbal Communication</td>
<td>Handout</td>
</tr>
<tr>
<td>Week 4 - Sept 22 - 26</td>
<td>Verbal Communication</td>
<td>Chapter 6</td>
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<tr>
<td>Week 5 - Sept 29 - Oct 3</td>
<td>Active Listening</td>
<td>Chapter 5</td>
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<tr>
<td>Week 6 - Oct 6 - 10</td>
<td>Persuasive Influence; Understanding and Working with Diverse Others</td>
<td>Chapter 4</td>
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<tr>
<td>Week 7 - Oct 13 - 17</td>
<td>Managing Conflict</td>
<td>Chapter 9</td>
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<tr>
<td>Week 8 - Oct 20 - 24</td>
<td>Building Teams and Work Groups</td>
<td>Chapter 8</td>
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<tr>
<td>Week 9 - Oct 27 - 31</td>
<td>Employment Section</td>
<td>Handout</td>
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<tr>
<td>Week 10 - Nov 3 - 7</td>
<td>Time and Stress Management</td>
<td>Chapter 3</td>
</tr>
<tr>
<td>Week 11 - Nov 10 - 14</td>
<td>Providing Feedback for Improved Performance and Performance Appraisals</td>
<td>Chapter 11</td>
</tr>
<tr>
<td>Week 12 - Nov 17 - 21</td>
<td>Achieving Results through Effective Meetings</td>
<td>Chapter 10</td>
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<tr>
<td>Week 13 - Nov 24 - 28</td>
<td>Networking and Mentoring</td>
<td>Chapter 7</td>
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<tr>
<td>Week 14 - Dec 1 - 5</td>
<td>Power &amp; Politicking</td>
<td>Chapter 12</td>
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<tr>
<td>Week 15 - Dec 8 - 17</td>
<td>FINAL EXAMINATION PERIOD</td>
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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