COURSE OUTLINE: OAD106 - INTERPERS. DYNAMICS

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Course Code: Title	OAD106: INTERPERSONAL DYNAMICS
Program Number: Name	2086: OFFICE ADMIN-EXEC
Department:	OFFICE ADMINISTRATION
Academic Year:	2023-2024
Course Description:	In this course, students will learn techniques to build and maintain effective relationships with customers, teammates, colleagues, and employers. Students will clarify their own personal values and professional ethics while developing the skills needed to work in teams, make decisions, problem solve, and manage conflict in the diverse, ethical workplace.
Total Credits:	3
Hours/Week:	2
Total Hours:	28
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
Substitutes:	CYW105, HSC103
This course is a pre-requisite for:	OAD103, OAD118, OAD150, OAD203, OAD302
Vocational Learning Outcomes (VLO's) addressed in this course: **Please refer to program web page for a complete listing of program outcomes where applicable.**	**2086 - OFFICE ADMIN-EXEC** VLO 1 Conduct oneself professionally and adhere to relevant legislation, standards and codes of ethics. VLO 2 Manage the scheduling, coordination and organization of administrative tasks and workflow within specific deadlines and according to set priorities. VLO 8 Use interpersonal, leadership and client service skills to respond to diversity and to support the vision and mission of the organization. VLO 11 Organize and coordinate meetings, conferences, special events and make travel arrangements, including the preparation of related documentation.
Essential Employability Skills (EES) addressed in this course:	EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience. EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication. EES 4 Apply a systematic approach to solve problems. EES 5 Use a variety of thinking skills to anticipate and solve problems. EES 7 Analyze, evaluate, and apply relevant information from a variety of sources. EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.

	EES 9	Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
	EES 10	Manage the use of time and other resources to complete projects.
	EES 11	Take responsibility for ones own actions, decisions, and consequences.

General Education Themes:	Social and Cultural Understanding
	Personal Understanding
Course Evaluation:	Passing Grade: 50%, D
	A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.
Other Course Evaluation & Assessment Requirements:	Students will put theory into practice and demonstrate using interpersonal skills to work effectively in groups to complete assignments, projects, and presentations.
Books and Required Resources:	Interpersonal and Group Dynamics: A Practical Guide to Building an Effective Team by Hamelinck & Bjorkuist Publisher: Emond Publications Edition: 3 ISBN: 9781772553765
Course Outcomes and Learning Objectives:	

Course Outcome 1	Learning Objectives for Course Outcome 1
Identify ones own role within the structure of workplace organizations, identify and manage the impact of ones personal image on the image of an organization.	1.1 Describe and explain the helpful and harmful roles of members of a team/group. 1.2 Describe and explain task and social goals/roles. 1.3 Demonstrate how helpful task roles and social roles impact the group. 1.4 Explain how harmful group roles might impact the structure/image of an organization. 1.5 Demonstrate how group goals and member roles effect the day-to-day operation of the office environment.
Course Outcome 2	**Learning Objectives for Course Outcome 2**
Use interpersonal and leadership skills to respond to diversity and to support the vision and mission of the organization.	2.1 Understand three areas of leader responsibility and demonstrate three styles of leadership skills in a small group setting. 2.2 Describe and explain leadership styles based on group maturity, characteristics of an effective leader, and situations in which leadership styles are most effective within a group/organization. 2.3 Explain the relationship between leadership and power.
Course Outcome 3	**Learning Objectives for Course Outcome 3**
Work effectively and collaboratively in multi-cultural environments, identify and manage ones own beliefs recognizing their impact on interpersonal	3.1 Demonstrate understanding of the difference between a society, a culture, and a subculture. 3.2 Explain ones own values, principles, and social/cultural norms 3.3 Explain how ones own values, principles, and social/cultural norms might impact a multicultural workplace and interpersonal

Course Outcome	Learning Objectives
relationships.	relationships. 3.4 Identify and understand how multiple intelligences and emotional intelligence impact interpersonal relationships.
Course Outcome 4	**Learning Objectives for Course Outcome 4**
Demonstrate professionalism by adhering to codes of ethics, act honestly and with integrity by establishing effective rules in a small group setting.	4.1 Explain why groups have rules. 4.2 Explain the basic principles of ethical conduct and the effects of empathy. 4.2 Demonstrate understanding of the difference between imposed norms and developed norms. 4.3 Describe and develop effective norms to be used when working with a small group in a workplace environment.
Course Outcome 5	**Learning Objectives for Course Outcome 5**
Use respectful verbal and nonverbal communications for a variety of workplace situations. Adapt language and communication style to ensure understanding by a diverse range of people.	5.1 Understand the process of dialogue, including the roles of sender/receiver and encoding/decoding. 5.2 Describe the difference between verbal and nonverbal communication. 5.3 Describe barriers to communication. 5.4 Define and demonstrate rules for speaking and listening effectively and rules for giving constructive feedback. 5.5 Explain factors and symptoms of group think and conceptual conflict. 5.6 Understand the benefits, process, and rules to encourage critical discussion in a workplace environment. 5.7 Describe assertive communication.
Course Outcome 6	**Learning Objectives for Course Outcome 6**
Facilitate the solution to a variety of workplace issues applying communication, conflict resolution strategies, and problem solving.	6.1 Describe desirable and dangerous forms of conflict that affect groups. 6.2 Describe different conflict styles, identify ones own conflict style, and explain how this may impact interpersonal relationships. 6.3 Explain effective practices for managing conflict in small groups. 6.4 Explain rules/strategies for disputing constructively with others in a workplace environment. 6.5 Identify when and how to use mediation in a group setting. 6.6 Explain the problem-solving process. 6.7 Identify factors that improve the quality of group decisions. 6.8 Apply group decision-making methods to a small group setting.
Course Outcome 7	**Learning Objectives for Course Outcome 7**
Use interpersonal and leadership skills to build your group into a unified team by setting clear targets to achieve success.	7.1 Define goals to make them specific. 7.2 Explain how to develop team goals. 7.3 Identify what to consider when setting goals and the benefits of effective goals. 7.4 Define stages of group development. 7.5 Describe three characteristics of a cohesive team. 7.6 Explain how to build a group into a cohesive team. 7.7 Define three benefits of team membership.

	Evaluation Type	Evaluation Weight
Evaluation Process and Grading System:	Assignments and Group Work	80%
	Microcredential Managing In-Person and Online Meetings	10%
	Microcredential Resolving Conflict	10%

Date:	July 3, 2023
Addendum:	Please refer to the course outline addendum on the Learning Management System for further information.