

**SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY**

**SAULT STE. MARIE, ONTARIO**



Sault College

**COURSE OUTLINE**

<b>COURSE TITLE:</b>	INTERPERSONAL DYNAMICS		
<b>CODE NO. :</b>	OAD106	<b>MODULE:</b>	ONE
<b>PROGRAM:</b>	OFFICE ADMINISTRATION – EXECUTIVE (ACCELERATED)		
<b>AUTHOR:</b>	LYNN DEE EASON		
<b>DATE:</b>	AUG 2009	<b>PREVIOUS OUTLINE DATED:</b>	JULY 2008
<b>APPROVED:</b>		“Penny Perrier”	Sept/09
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		<b>CHAIR</b>	<b>DATE</b>
<b>TOTAL CREDITS:</b>	3		
<b>PREREQUISITE(S):</b>	NONE		
<b>HOURS/WEEK:</b>	3 HOURS/14 WEEKS		

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*For additional information, please contact Penny Perrier, Chair*  
*School of Business, Hospitality & Academic Upgrading*  
*705 759-2554 Extension 2754*

**I. COURSE DESCRIPTION:**

Building and maintaining effective relationships with diverse customers, colleagues, and employers are key to success and contentment on the job at every level. Students will clarify their own personal values and professional ethics while learning the skills of interpersonal communication, teamwork, customer service, and stress management.

**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**

Upon successful completion of this course, the student will demonstrate the ability to:

1. Understand the importance of self-awareness in today's workplace.

Potential Elements of the Performance:

- Determine personal strengths and apply this knowledge to finding personal and professional success
- Determine personal motivators
- Assess personal limitations and develop an improvement plan
- Gain understanding and insight into personality, attitudes, behaviours, and learning styles
- Identify biases that preclude the understanding and appreciation of others
- Develop trust relationships with others
- Develop and manage effective personal goals and action points
- Evaluate options concerning ethical dilemmas
- Manage time efficiently
- Identify stressors and deal with them effectively
- Recognize and overcome barriers to self-improvement
- Identify areas for personal improvement
- Explore various thinking skills and strategies used in problem solving and decision making
- Choose, apply, and evaluate the results of using various thinking skills and strategies

2. Apply basic principles of interpersonal communications to professional and personal situations in a culturally diverse world.

Potential Elements of the Performance:

- Develop understanding of differing cultural responses

- Work effectively with others of diverse backgrounds
  - Identify personal biases and the biases of others
  - Confront and overcome stereotypes
  - Recognize the need for and develop the skill of listening
  - Differentiate between positive and negative listening behaviors
  - Accurately interpret nonverbal messages
  - Reduce barriers associated with ineffective communication
  - Determine the most appropriate medium for communication
  - Send direct, clear messages
  - Network effectively with others
  - Recognize barriers to networking
  - Appreciate the benefits of mentoring for self and others
  - Identify the qualities of an effective mentor and the types of mentoring relationships
3. Understand the importance of good team relations and how to achieve them.

Potential Elements of the Performance:

- Form a team and help it progress through developmental stages
- Recognize the characteristics of high-performance teams
- Motivate a team to achieve its objectives
- Recognize and correct negative team behaviours
- Recognize sources of interpersonal conflict
- Manage personal and professional conflict in a constructive manner by understanding personal conflict style and choosing an appropriate strategy
- Apply conflict prevention techniques
- Apply appropriate strategies for running effective meetings
- Develop a plan and process for the meeting
- Follow appropriate measures after the meeting to ensure action
- Recognize the characteristics of effective feedback
- Provide and receive constructive feedback
- Acquire and use power to persuade others
- Champion a cause successfully
- Read an organization's culture and identify "go to" people
- Create a positive impression
- Consider the negative or unethical implications of actions
- Evaluate potential options in decision-making
- Decide between competing options and interests
- Think creatively to generate alternative solutions

**III. REQUIRED RESOURCES/TEXTS/MATERIALS:**

Interpersonal Skills in Organizations – Canadian Edition by De Janasz, Dowd, Schneider, and Rice. Published by McGraw-Hill Higher Education, 2009. ISBN 0-07-097990-1

**IV. EVALUATION PROCESS/GRADING SYSTEM:**

**Tests:** Material covered will be based on projects assigned in class. Class attendance will be critical for the class projects mark.

<b>Test 1</b> – Unit 1 plus material covered in class	<b>20%</b>
<b>Test 2</b> – Unit 2 plus material covered in class	<b>20%</b>
<b>Test 3</b> – Unit 3 plus material covered in class	<b>20%</b>
<b>Projects</b> – As assigned in class – both group and individual.	<b><u>40%</u></b>
Journals – 5%	
Classroom Work – 10%	
Group/Individual Projects - 25%	
<b>Total</b>	<b>100%</b>

The following semester grades will be assigned to students in post-secondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 - 100%	4.00
A	80 - 89%	4.00
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50-59%	1.00
F (Fail)	49% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field/clinical placement or non-graded subject areas.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations	

	with extenuating circumstances giving a student additional time to complete the requirements for a course.
NR	Grade not reported to Registrar's office.
W	Student has withdrawn from the course without academic penalty.

## VI. SPECIAL NOTES:

### Course Outline Amendments:

The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

### Retention of Course Outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

### Prior Learning Assessment:

Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question. Please refer to the Student Academic Calendar of Events for the deadline date by which application must be made for advance standing.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.

Substitute course information is available in the Registrar's office.

### Disability Services:

If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Disability Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. A professor/instructor may assign a sanction as defined below, or make recommendations to the Academic Chair for disposition of the matter. The professor/instructor may (i) issue a verbal reprimand, (ii) make an assignment of a lower grade with explanation, (iii) require additional academic assignments and issue a lower grade upon completion to the maximum grade “C”, (iv) make an automatic assignment of a failing grade, (v) recommend to the Chair dismissal from the course with the assignment of a failing grade. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Student Portal:

The Sault College portal allows you to view all your student information in one place. **mysaultcollege** gives you personalized access to online resources seven days a week from your home or school computer. Single log-in access allows you to see your personal and financial information, timetable, grades, records of achievement, unofficial transcript, and outstanding obligations, in addition to announcements, news, academic calendar of events, class cancellations, your learning management system (LMS), and much more. Go to <https://my.saultcollege.ca>.

Electronic Devices in the Classroom:

Students who wish to use electronic devices in the classroom will seek permission of the faculty member before proceeding to record instruction. With the exception of issues related to accommodations of disability, the decision to approve or refuse the request is the responsibility of the faculty member. Recorded classroom instruction will be used only for personal use and will not be used for any other purpose. Recorded classroom instruction will be destroyed at the end of the course. To ensure this, the student is required to return all copies of recorded material to the faculty member by the last day of class in the semester. Where the use of an electronic device has been approved, the student agrees that materials recorded are for his/her use only, are not for distribution, and are the sole property of the College.

Attendance:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

Tuition Default:

Students who have defaulted on the payment of tuition (tuition has not been paid in full, payments were not deferred or payment plan not honoured) as of the first week of June will be removed from placement and clinical activities. This may result in loss of mandatory hours or incomplete course work. Sault College will not be responsible for incomplete hours or outcomes that are not achieved or any other academic requirement not met as of the result of tuition default. Students are encouraged to communicate with Financial Services with regard to the status of their tuition prior to this deadline to ensure that their financial status does not interfere with academic progress.

Students are expected to demonstrate respect for others in the class. Classroom disturbances will be dealt with through an escalating procedure as follows:

- Verbal warning
- E-mail notification
- Meeting with the dean

Students are expected to be present to write all tests during regularly scheduled classes.

In the event of a failed course grade, a supplementary test will be administered at the end of the semester to those students who have attended 75 percent of classes and have completed the course work. The mark achieved on the supplemental will replace the lowest failed test for the final grade calculation. An appropriately labeled CD containing completed daily work MUST be available with the test if requested by the professor.

It is expected that 100 percent of classroom work be completed as preparation for the tests. All work must be labeled with the student's name and the project information on each page. If required, work must be submitted in a labelled folder complete with a plastic disk pocket.

Test papers will be returned to the student after grading in order to permit verification of the results and to review the tests. However, the student will be required to return all test papers to the professor who will keep them on file for three weeks after the semester finish date. Any questions regarding the grading of individual tests must be brought to the professor's attention within two weeks of the test paper being returned.

Students are responsible for maintaining back-ups of all completed files.

Tests will not be "open book." Students must ensure that they have the appropriate tools to do the test.

During tests, students are expected to keep their eyes on their own work. Academic dishonesty will result in a grade of zero (0) on the test for all involved parties.

Producing accurate work is fundamental to this course. Marks will be deducted for inaccuracies.

Regular attendance and participation is expected to ensure course information is communicated to all students. In-class observation of student work and guidance by the professor aids student success. Lectures will not be repeated in subsequent classes.



Keyboarding proficiency is encouraged. Students who are unable to keyboard with a touch type techniques are encouraged to use (or purchase) the *All the Right Type* typing tutor software located on the E-wing network and in the Learning Centre.

It is the student's responsibility to be familiar with the course outline and department manual. Students are expected to check college e-mail twice daily as a minimum.