

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO



**SAULT
COLLEGE**

COURSE OUTLINE

COURSE TITLE:	INTERPERSONAL DYNAMICS		
CODE NO. :	OAD106	MODULE:	ONE
PROGRAM:	OFFICE ADMINISTRATION – EXECUTIVE (ACCELERATED)		
AUTHOR:	LYNN DEE EASON		
DATE:	June 2011	PREVIOUS OUTLINE DATED:	July 2010
APPROVED:		“Brian Punch”	July/11
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		CHAIR	DATE
TOTAL CREDITS:	3		
PREREQUISITE(S):	NONE		
HOURS/WEEK:	3 HOURS/14 WEEKS		

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For additional information, please contact Brian Punch, Chair
School of Business
705 759-2554 Extension 2681

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.

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

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:

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.

It is the student's responsibility to be familiar with the course outline and *Office Administration – Executive Student Manual*. These documents outline classroom policies that must be followed.

By considering the college environment as their workplace for the duration of the program, students will have a standard of performance to meet and will practise the day-to-day skills required to be successful in the work world.

These skills include:

- arriving and leaving class on time
- calling in/e-mailing when not in attendance
- checking college e-mail twice daily as a minimum
- following classroom rules and procedures
- demonstrating appropriate manners and etiquette
- listening attentively when the class is being addressed
- demonstrating respect for others at all times
- focusing on the work at hand
- organizing paperwork and keeping track of deadlines
- producing accurate, mailable documents
- being responsible for your own work

Failure to follow program policies will be dealt with through an escalating procedure as follows:

- One verbal warning from professor
- One e-mail notification from professor
- Removal from the classroom and meeting with professor
- Meeting with the chair which may result in suspension or expulsion from the course/program

The Student Code of Conduct (found on the portal) provides guidelines and disciplinary procedures for the college community. Academic dishonesty as defined in the Student Code of Conduct will result in a zero grade for all involved parties.

Keyboarding proficiency is an integral component of the Office Administration – Executive program. Students who are unable to keyboard with touch type techniques should practise their skills on a daily basis.

All the Right Type typing tutor software is located in the E-wing computer labs and in the Learning Centre. Visit <http://www.ingenuityworks.com/> for more information on purchasing All the Right Type for home use.

Lectures will not be repeated in subsequent classes. A study partner/group is invaluable for notes in the event of an unavoidable absence but must not be depended upon for frequent absences.

It is expected that 100 percent of classroom work be completed as preparation for the tests. The college network (S:/My Documents) should be used as the primary workspace. Students are responsible for maintaining back-ups of all completed files using either a memory stick (USB) or CD.

All requested assignments must be submitted in a labeled folder complete with a plastic USB/CD pocket. All work must be labeled with the student's name and the project information on each page.

Students are expected to be present to write all tests during regularly scheduled classes. Students must ensure that they have the appropriate tools on hand to do the test.

Test papers may be returned to the student after grading to permit review of the tests. However, the student must return all test papers to the professor who will keep them on file for two 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 date test papers are returned in class.

For those students who have

- attended 75 percent of classes
- completed all required course work
- failed the course or missed one test

a supplementary test will be administered at the end of the module. The mark achieved on the supplemental will replace the lowest test for the final grade calculation.

In exceptional circumstances, the department will review the application of this policy on an individual basis. Supporting documentation may be required.

VII. COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located on the portal form part of this course outline.