COURSE OUTLINE

OAD106

Prepared: Lynn Dee Eason and Amy Peltonen   Approved: Sherri Smith

Course Code: Title	OAD106: INTERPERSONAL DYNAMICS
Program Number: Name	2086: OFFICE ADMIN-EXEC
Department:	OFFICE ADMINISTRATION
Semester/Term:	17F
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
Substitutes:	CYW105, HSC103
This course is a pre-requisite for:	CPE400, OAD302
Vocational Learning Outcomes (VLO's): **Please refer to program web page for a complete listing of program outcomes where applicable.**	#1. Conduct oneself professionally and adhere to relevant legislation, standards and codes of ethics. #8. Use interpersonal, leadership and client service skills to respond to diversity and to support the vision and mission of the organization.
Essential Employability Skills (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. #2. Respond to written, spoken, or visual messages in a manner that ensures effective communication. #5. Use a variety of thinking skills to anticipate and solve problems. #8. Show respect for the diverse opinions, values, belief systems, and contributions of others. #9. Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals. #10. Manage the use of time and other resources to complete projects. #11. Take responsibility for ones own actions, decisions, and consequences.

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General Education Themes:	Social and Cultural Understanding
	Personal Understanding
Course Evaluation:	Passing Grade: 50%, D
Other Course Evaluation & Assessment Requirements:	The Projects evaluation includes Journals (10%), Individual Participation in In-class Activities(5%), and Group/Individual Projects (35%).

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Projects (Journals, Participation, Group Projects)	50%
Test 1	25%
Test 2	25%

Books and Required Resources:	Interpersonal and Group Dynamics: A Practical Guide to Building an Effective Team by Bruce Bjorkquist Publisher: Emond Montgomery Publications Limited (EMP) Edition: 2 ISBN: 978-1-55239-397-0

Course Outcomes and Learning Objectives:

Course Outcome 1.

Identify one's own role within the structure of workplace organizations, identify and manage the impact of one's personal image on the image of an organization.

Learning Objectives 1.

- Describe and explain the helpful and harmful roles of members of a team/group.
- Describe and explain the skills of helpful team members.
- Demonstrate group member roles/skills and explain how these roles/skills impacted the group.
- Explain how one's group member role/skills might impact the structure/image of an organization.
- Demonstrate how one could apply administrative concepts, such as motivation and mentorship, to the day-to-day operation of the office environment.

Course Outcome 2.

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Use interpersonal and leadership skills to respond to diversity and to support the vision and mission of the organization.

Learning Objectives 2.

- Understand and demonstrate leadership skills in a small group setting.
- Describe and explain leadership styles, characteristics of an effective leader, and situations in which leadership styles are most effective within a group/organization.

Course Outcome 3.

Work effectively and collaboratively in multi-cultural environments, identify and manage one's own beliefs recognizing their impact on interpersonal relationships.

Learning Objectives 3.

- Demonstrate understanding of the difference between a society and a culture.
- Explain one's own values, principles, and social/cultural norms
- Explain how one's own values, principles, and social/cultural norms might impact a multi-cultural workplace and interpersonal relationships.

Course Outcome 4.

Demonstrate professionalism by adhering to codes of ethics, act honestly and with integrity.

Learning Objectives 4.

- Explain the basic principles of ethical conduct.
- Demonstrate understanding of the difference between imposed norms and developed norms.
- Describe and develop effective rules to be used when working with a small group in a workplace environment.

Course Outcome 5.

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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.

Learning Objectives 5.

- Understand the process of dialogue, including the roles of sender/receiver and encoding/decoding.
- Describe the difference between verbal and nonverbal communication.
- Describe barriers to communication (noise).
- Define and demonstrate rules for speaking effectively, rules for listening effectively, and rules for giving constructive feedback.
- Explain factors and symptoms of uncritical thinking.
- Understand the benefits of and rules to encourage critical discussion in a workplace environment.

Course Outcome 6.

Facilitate the solution to a variety of workplace issues applying communication and conflict resolution strategies.

Learning Objectives 6.

- Describe desirable and dangerous forms of conflict that affect groups.
- Describe different conflict styles, identify one's own conflict style and explain how this may impact interpersonal relationships.
- Explain effective practices for managing conflict in small groups.
- Explain rules/strategies for disputing constructively with others in a workplace environment.

Date: Wednesday, August 30, 2017

Please refer to the course outline addendum on the Learning Management System for further information.