



COURSE OUTLINE: OAD106 - INTERPERS. DYNAMICS

Prepared: Lynn Dee Eason and Amy Peltonen

Approved: Sherri Smith, Chair, Natural Environment, Business, Design and Culinary

Course Code: Title	OAD106: INTERPERSONAL DYNAMICS
Program Number: Name	2086: OFFICE ADMIN-EXEC
Department:	OFFICE ADMINISTRATION
Semesters/Terms:	18F
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:	OAD302
Vocational Learning Outcomes (VLO's) addressed in this course:	2086 - OFFICE ADMIN-EXEC
	VLO 1 Conduct oneself professionally and adhere to relevant legislation, standards and codes of ethics.
Please refer to program web page for a complete listing of program outcomes where applicable.	VLO 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) 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 5 Use a variety of thinking skills to anticipate and solve problems.
	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



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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%).
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	Learning Objectives for Course Outcome 1
	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 the skills of helpful team members. 1.3 Demonstrate group member roles/skills and explain how these roles/skills impacted the group. 1.4 Explain how ones group member role/skills might impact the structure/image of an organization. 1.5 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	Learning Objectives for Course Outcome 2
	2. Use interpersonal and leadership skills to respond to diversity and to support the vision and mission of the organization.	2.1 Understand and demonstrate leadership skills in a small group setting. 2.2 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	Learning Objectives for Course Outcome 3
3. Work effectively and collaboratively in multi-cultural environments, identify and manage ones own beliefs recognizing their impact on interpersonal relationships.	3.1 Demonstrate understanding of the difference between a society and a culture. 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 multi-cultural workplace and interpersonal relationships.	
Course Outcome 4	Learning Objectives for Course Outcome 4	
4. Demonstrate professionalism by adhering to codes of ethics, act honestly and with integrity.	4.1 Explain the basic principles of ethical conduct. 4.2 Demonstrate understanding of the difference between imposed norms and developed norms. 4.3 Describe and develop effective rules to be used when working with a small group in a workplace environment.	
Course Outcome 5	Learning Objectives for Course Outcome 5	
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 (noise). 5.4 Define and demonstrate rules for speaking effectively, rules for listening effectively, and rules for giving constructive	

	feedback. 5.5 Explain factors and symptoms of uncritical thinking. 5.6 Understand the benefits of and rules to encourage critical discussion in a workplace environment.												
Course Outcome 6	Learning Objectives for Course Outcome 6												
6. Facilitate the solution to a variety of workplace issues applying communication and conflict resolution strategies.	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.												
Evaluation Process and Grading System:	<table border="1"> <thead> <tr> <th>Evaluation Type</th> <th>Evaluation Weight</th> <th>Course Outcome Assessed</th> </tr> </thead> <tbody> <tr> <td>Projects (Journals, Participation, Group Projects)</td> <td>50%</td> <td></td> </tr> <tr> <td>Test 1</td> <td>25%</td> <td></td> </tr> <tr> <td>Test 2</td> <td>25%</td> <td></td> </tr> </tbody> </table>	Evaluation Type	Evaluation Weight	Course Outcome Assessed	Projects (Journals, Participation, Group Projects)	50%		Test 1	25%		Test 2	25%	
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Date:	June 22, 2018												
	Please refer to the course outline addendum on the Learning Management System for further information.												