

V Sault College
of Applied Arts and Technology
sault ste. marie

Course Outline

BUSINESS PSYCHOLOGY
(Management Skills)

BUS 115-5

revised ~~AUGUST 1981~~ - Phil Lemay

Feb. 1983

BUSINESS PSYCHOLOGY
BUS 115-5

LENGTH OF COURSE:

~~Four~~ Five, fifty minute periods per week for one semester.

TEXT:

✓ No specific text required.

RECOMMENDED READINGS:

- ✓ 1. Any Psychology text.
2. "Psychology Today" - provided - College Library
3. "How To Win Friends and Influence People"
D. Carnegie - Any Library
4. "Hidden Persuaders" - V. Packard, any library
5. "Understanding Body Talk" - E. McCough
Instructor's Library
6. "Business Horizons" - December 1980
Topic: Games Executives Play: Politics At Work,
page 7 - V. Murray - Periodical College Library
7. STRESS - Blue Cross Canada Booklet - VOL XXV, No. 1
Instructor's Library
8. Various newspaper and magazine articles referred to
in class.

✓ GENERAL OBJECTIVES:

The purpose of this subject is to provide the student (worker) with some knowledge of the concepts of applied psychology at play in the work environment.

METHOD OF INSTRUCTION:

✓ Reading assignments; lectures; discussions, case studies, tests.

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✓ The student's grade will be determined by the administration of tests to be given on the completion of each section. *Generally, Tests will be multiple choice type and short essay question.*

GRADING:

✓ A letter grading of A, B, C, I or R will be used to indicate the achievement or value of the student's work.

GRADE INTERPRETATION:

- ✓ A This grade means that the student has an exceptional understanding of and or ability with the portion of the subject assessed, to such an extent that he has a complete or near complete grasp of or ability with the material or work, and thus understands more than eighty-five per cent or able to perform more than eighty-five per cent of the work tested.
- ✓ B This grade means that the student has a high degree of understanding of and/or ability with the portion of the subject assessed, and thus understands more than seventy per cent of the work tested.
- ✓ C This grade means that the student has a basic understanding of all the elementary essentials of the portion of the subject assessed, and or able to perform all the basic elementary essentials of the work tested, and thus understands more than fifty-eight per cent corrrable to perform more than fifty-eight per cent of the work tested.
- ✓ I In tests and assignments this grade means that the student has not successfully demonstrated a basic elementary understanding of the material assessed to achieve a "C" grade, and the results of this assessment therefore will be weighed as a zero* in the calculation of the final average grade of all the tests etc.

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- R R - This grade means that the student has not achieved a minimum of a "C" grade in the final average calculation of all his tests etc., or has demonstrated a lack of serious intention in acquiring a basic understanding of the material during the semester.
* NOTE THIS MEANS THERE WILL BE NO MAKE-UP TESTS ETC.

NOTE:

- (1) There will be ~~no~~ merging of I grades.
- (2) Correct spelling and grammar in all test papers and written submissions is essential to effectively communicate proof of understanding of the subject content. Any serious frequency of spelling errors, particularly of subject terminology, or of grammar errors will probably reduce the receiver's or marker's ability to accurately interpret the communications, and thus should be avoided, and may also therefore justify the lowering of the mark by one grade or more, and even possibly the granting of an I grade.

(3) Punctuality.

4) Test Returns

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SPECIFIC OBJECTIVES:

<u>ITEM</u>	<u>TOPIC</u>	<u>LECTURE EMPHASIS</u>	<u>TESTS</u>
1	Introduction	Course outline distribution and review, timetable review and corrections.	-
2	Introduction	Business psychology definition, general application, how helpful common sense, problem solving techniques, decision making, case problem.	-
3	Basics of Human Behaviour	Factors that influence behaviour, perception, learning methods, motives, values, application, articles, case problem.	-
4	Communications	The process of understanding & influencing behaviour, barriers, suggestions for improvement. Articles, case problem.	test on items 2 & 3
5	Office Politics	Definition, Why it exists, how to utilize, influencing supervision self, survey. articles, case problem.	on item 4
6	Getting along with co-workers.	Office politics on your peers, seven strategies suggested, basis behind. articles, case problem.	on item 5
7	Difficult people	Who are they, strategies & concepts to deal with, approaches to changing behaviour. Games played, case problem.	on item 6
8	Conflict	Definition, why it exists, the good and bad sides, how to cope with it, several strategies. case problem	on item 7

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<u>ITEM</u>	<u>TOPIC</u>	<u>LECTURE EMPHASIS</u>	<u>TESTS</u>
9	Stress Tension	Definition, sources of eustress, good & bad sides, reactions to, strategies on how to cope. articles, case problem.	on item 8
10	Leadership	Definition, Characteristics of, advantages & disadvantages, kinds styles, suggestions for developing potential. articles, case problem.	on item 9
<u>omit</u> 11	Small Groups	Worker involvement, benefits, kinds, advantages & disadvantages, influence of an individual, groupthink. case problem.	on item 10
<u>omit</u> 12	The Organization	Adjusting to, team player, shyness, assertiveness, reduction of anxiety. case problem.	on item 11
13	Efficiency Effectiveness	Definition, need for strategies to follow, improved work habits. case problem.	on item 12
14	Final Session	Review, discussion, assessment, return of test.	make-ups