

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Outline: BUSINESS PSYCHOLOGY (MANAGEMENT SKILLS)
Code No.: BUS 115-5
Program: OFFICE PROCEDURES/RETAIL SALES
Semester: TWO
Date: JANUARY 1986
Author: PHIL LEMAY

New: _____ Revision: X _____

APPROVED: *Phil Lemay*
Chairperson

85-06-04
Date

BUSINESS PSYCHOLOGY

BUS 115-5

Course Name

Course Number

PHILOSOPHY/GOALS:

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, and tests.

GRADING:

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 and short essay questions.

GRADE INTERPRETATION:

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

- (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/she has a complete or near complete grasp of or ability with the material or work and thus understands more than eight-five percent 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 percent or able to perform more than seventy percent 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 percent, or able to perform more than fifty-eight percent 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.

- (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 merging of "I" grades
- 2) Correct spelling and grammar in all test papers and written submissions are 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 communication, 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) Classes will commence on time, that is, precisely on the hour. Students are expected to be in class beforehand. Anyone not present as aforesaid will be refused entry. Tardiness causes interruption in the class process and is, therefore, thereby prohibited.
- 4) Test papers will be returned to the students after grading in order to permit verification of the results and to review the test. However, the students will be required thereafter to return the test papers to the instructor.

TEXTBOOK(S): -- 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
Topics: Games Executives Play: Politics at Work,
P. 7 - V. Murray - Periodical - College Library
7. Various newspaper and magazine articles referred to in class.

LENGTH OF COURSE:

Five, fifty minute sessions per week, for one semester.

SPECIFIC OBJECTIVES

ITEM	TOPIC	LECTURE EMPHASIS	TESTS
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.	Item 4
6	Getting Along With Co-Workers	Office politics on your peers, seven strategies suggested, basis behind. Articles, case problem	Item 5
7	Difficult People	Who are they, strategies & concepts to deal with, approaches to changing behaviour. Games played. Case problem.	Item 6
8	Conflict	Definition, why it exists, the good and bad sides, how to cope with it, several strategies. Case problems.	Item 7

9	Stress; Tension	Definition, sources of stress, good & bad sides, reaction to, strategies on how to cope. Articles, case problem.	Item 8
10	Groups	Groups, worker involvement, benefits, kinds, advantages, and disadvantages, influence of an individual, group think. Case problem.	Test on 9
11	Effectiveness	Efficiency, definition, need for strategies to follow, improved work habits. Case problem.	Test on 10
12	Final Session	Review, discussion, assessment. Test.	Test on 11
