



## COURSE OUTLINE: OAD0106 - INTERP.DYNAMICS/CICE

Prepared: Minttu Kamula

Approved: Martha Irwin, Chair, Community Services and Interdisciplinary Studies

<b>Course Code: Title</b>	OAD0106: INTERPERSONAL DYNAMICS FOR CICE
<b>Program Number: Name</b>	1120: COMMUNITY INTEGRATN
<b>Department:</b>	C.I.C.E.
<b>Semesters/Terms:</b>	20F
<b>Course Description:</b>	In this course, CICE students will, with the assistance of a learning specialist, 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.
<b>Total Credits:</b>	3
<b>Hours/Week:</b>	2
<b>Total Hours:</b>	28
<b>Prerequisites:</b>	There are no pre-requisites for this course.
<b>Corequisites:</b>	There are no co-requisites for this course.
<b>Essential Employability Skills (EES) addressed in this course:</b>	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.
<b>General Education Themes:</b>	Social and Cultural Understanding Personal Understanding
<b>Course Evaluation:</b>	Passing Grade: 50%, D  A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.
<b>Other Course Evaluation &amp; Assessment Requirements:</b>	The Projects evaluation includes Journals (10%), Individual Participation in In-class Activities(5%), and Group/Individual Projects (35%).

In response to public health requirements pertaining to the COVID19 pandemic, course delivery and assessment traditionally delivered in-class, may occur remotely either in whole or in part in the 2020-2021 academic year.



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**Books and Required Resources:**

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

**Course Outcomes and Learning Objectives:**

<b>Course Outcome 1</b>	<b>Learning Objectives for Course Outcome 1</b>
Apply basic principles of interpersonal communications to professional and personal situations in a culturally diverse world.	Determine the most appropriate medium for communication and understand the principles of interpersonal communication. Reduce barriers associated with ineffective communication. Develop an understanding of differing cultural responses to communications. Communicate effectively with others of diverse backgrounds.
<b>Course Outcome 2</b>	<b>Learning Objectives for Course Outcome 2</b>
Understand the importance of self-awareness and perception when communicating in the workplace.	Clarify self-concept and increase self-awareness and self-esteem. Regulate personal disclosures and the disclosures of others. Manage fear of communicating and communicate with confidence. Recognize influences on perception. Avoid common perceptual barriers while perceiving others. Perceive others more accurately using a variety of strategies. Differentiate the stages of listening and recognize the need for and develop the skill of listening. Increase listening effectiveness through use of positive listening behaviours. Recognize the effect of context on verbal messages. Identify conceptual distortions in messages and avoid them. Accurately send and interpret nonverbal messages. Communicate emotions effectively. Combat common obstacles in communicating emotions. Follow the basic structure for conversations. Initiate, maintain, and close conversations more effectively. Recognize the impact of technology on conversations.
<b>Course Outcome 3</b>	<b>Learning Objectives for Course Outcome 3</b>
Understand the importance of good interpersonal relations in the workplace and how to achieve them.	Develop a positive approach to improving relationships through communication. Recognize the differences between content and relationship conflicts and respond appropriately to each. Deal with interpersonal conflicts in a systematic manner. Utilize productive (and avoid negative) conflict strategies. Communicate effectively with others in the workplace. Recognize the influences of diverse workplace cultures. Work effectively in varying workplace relationships: mentors, networks, and teams. Recognize the role of power in workplace communication.

**Evaluation Process and Grading System:**

<b>Evaluation Type</b>	<b>Evaluation Weight</b>
Projects (Journals, Participation, Projects)	50%

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	Test 1	25%
	Test 2	25%
<b>Date:</b>	October 1, 2020	
<b>Addendum:</b>	Please refer to the course outline addendum on the Learning Management System for further information.	

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