SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO.

COURSE OUTLINE

Course Title: GROUP DYNAMICS OF EMPLOYEE RELATIONSHIPS

Code Number: D.S.W. 200-3 (Formerly M.R.C. 120-3)

Program: DEVELOPMENTAL SERVICES WORKER

Semester: THIRD

Date: September, 1987.

Authors: TIIT TAMMIK and GERRY PAGE.

New:_____ Revision: X

Approved: _____   _Aug 13/87_
                  Chairperson   Date

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COURSE DESCRIPTION:

This course will study the effects of how and why employees behave in organizations. The course will focus on the various aspects of group process, group content, team building, conflict resolution and increased self-awareness of the worker's role in an organization.

PURPOSE:

1. Provide learning at both the theoretical and experiential levels.
2. Enable the student to understand the group process.
3. Develop the student's ability to work in groups as facilitator.
4. Develop the student's effectiveness in interpersonal communication.
5. Enable the student to achieve greater self-awareness.

BEHAVIOURAL OBJECTIVES:

After completing the course, each student will be able to:

1. Observe class group and recount process observations.
2. Demonstrate effective use of communication skills.
3. Identify, label and use group skills appropriately.
4. Describe and give examples of the differences between process and content.
5. Demonstrate the ability to problem-solve and make decisions in the group.
6. Describe the effect that a variety of behaviors has on the group -
   e.g. lateness, absence, participation, conflict.
7. Demonstrate and evaluate ability to complete a group task.
8. Demonstrate self-awareness in relation to self and other verbally and in writing.
9. Demonstrate acceptance of responsibility for own learning.

METHODOLOGY:

Traditional lecturing will make up approximately 35% of the course delivery with the remaining 65% utilizing large and small group discussion and group process simulation activities.

TOPIC AREAS

1. <u>Terminology related to groups:</u> - text Ch.#6:
   - group process and communication
   - group content
   - trust formation and shared meaning
   - structure, norms, roles, goals

2. <u>Group Membership:</u> text Ch.#2:
   - self-awareness
   - perception
   - values, attitudes, beliefs

3. <u>Factors Affecting Group Cohesion:</u> text Ch.#4:
   - team building
   - non-functional work behavior
   - effective listening, defense mechanisms

4. <u>Conflict & Conflict Resolution:</u> text Ch.#8:
   - authority
   - discipline
   - disagreements
   - verbal and non-verbal communications

5. <u>Concepts of Change:</u> text Ch.#11:
   - physical, psychological, sociological aspects of the work environment

6. <u>Stress: Burn Out and Rust Out?:</u> text Ch.#12:
   - coping effectively with stress

7. <u>Organizations:</u> text Ch.#10:
   - organizational charts
   - evaluation versus performance

8. <u>Leadership Styles:</u> text Ch.#5:
   - the influence of various leadership styles on group (work)
     performance and members (workers') need satisfaction

9. <u>Motivation:</u> text Ch.#3:
   - types of motivation. - content and process theories of motivation.

EVALUATION:

The overall final course grade will be a weighted average of each
instructor's section:

T. Tammik's section = 65%
G. Page's section = 35%
100%

T. Tammik's section:	1. Attendance and participation	40%
(65%)	2. Group process log	30%
	3. Group Process Facilitation Seminar	30%
	Total	100%

Note: Students will be required to prepare and lead a class group process facilitation seminar.
Seminar topic choices (within the scope of this course) will be chosen in consultation
with and subject to the approval of the instructor. Evaluation guidelines and criteria
will be discussed in class.

G. Page's section:	1. Attendance and participation	40%
(35%)	2. Quizzes	60%

REQUIRED TEXT: "Understanding Organizational Behaviour." Authors;
Callahan, Fleenor and Knudson., Publ. Merrill, 1968.
(Required readings to be announced in class)

ADDITIONAL RECOMMENDED READINGS:

1. *Factors in Working with Groups*
2. *How to Observe Groups*
3. *How to Analyse and Evaluate Group Growth*
4. *Planning Group Development*
...... Author: Hedley G. Dimock

A final grade will be awarded upon completion of all of the course
requirements, in accordance with the grading policy of the Developmental
Serices Worker Program. (as follows):

"A+" = 90% - 100%
"A" = 80% - 89%
"B" = 70% - 79%
"C" = 60% - 69%
"R" = below 60%

Note: The evaluation system can be modified at the discretion of the instructors.