

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ON

COURSE OUTLINE

COURSE TITLE: GROUP DYNAMICS OF EMPLOYEE RELATIONSHIPS

CODE NO.: DSW200

SEMESTER: THREE, 90F

PROGRAM: DEVELOPMENTAL SERVICES WORKER

AUTHOR: ED FINN

DATE: SEPTEMBER, 1990

PREVIOUS OUTLINE DATED: SEPTEMBER, 1989

APPROVED: _____

DEAN

A. K. Brown

DATE

Aug 27/90

GROUP DYNAMICS

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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
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 behaviours 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 others, verbally and in writing.
9. Demonstrate acceptance of responsibility for own learning.

TOPIC AREAS

1. Terminology related to groups - lecture
Lecture
 - . group process and communication
 - . group content
 - . trust formation and shared meaning
 - . structure, norms, roles, goals

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2. Communication: The fine art of getting your message across
Text, Chapter 3
 - . self-awareness
 - . personal influences
 - . different styles, channels
3. Job Satisfaction
Text, Chapter 10
 - . some major causes
 - . what are its effects
 - . measuring job satisfaction
4. Conflict & Conflict Resolution
Text, Chapter 8
 - . cooperation and competition
 - . discipline
 - . disagreements
 - . verbal and non-verbal communications
5. Concepts of Change
Text, Chapter 12
 - . physical, psychological, sociological aspects of the work environment
6. Stress: Burn Out and Rust Out
Text, Chapter 12
 - . coping effectively with stress
7. Perception
Text, Chapter 2
 - . social perception
 - . perceiving the physical world
8. Leadership Styles
Text, Chapter 7
 - . the influence of various leadership styles on group (work) performance and members (workers') need satisfaction

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9. Motivation
Text, Chapter 4

- . content and process theories of motivation
- . enhancing motivation at work

EVALUATION

- | | |
|---------------------------------|-----|
| 1. Attendance and participation | 40% |
| 2. Quizzes | 60% |

REQUIRED TEXT

Understanding Human Relations", A Practical Guide at Work: Baron,
Robert A., Allyn and Bacon

ADDITIONAL RECOMMENDED READINGS

Introduction to Group Dynamics, Knowles, Malcom

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

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