Course Code: Title	PFP202: INTERPERSONAL AND GROUP DYNAMICS
Program Number: Name	1202: POLICE FOUNDATIONS
Department:	CRIMINAL JUSTICE
Semesters/Terms:	20F
Course Description:	This is an introductory course in group behaviour and interpersonal relations theories. The aim is to develop interpersonal effectiveness in teams and as individual team members through the use of effective communication skills. Emphasis is placed on cohesive group decision-making through a democratic problem-solving process. The course focuses on establishing group cohesiveness among divergent individual communities.
Total Credits:	3
Hours/Week:	3
Total Hours:	3
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
Vocational Learning Outcomes (VLO's) addressed in this course: Please refer to program web page for a complete listing of program outcomes where applicable.	**1202 - POLICE FOUNDATIONS** VLO 4 — Develop and implement ongoing effective strategies for personal and professional development. VLO 5 — Ensure the respect of human rights and freedoms in all interactions. VLO 6 — Work co-operatively in multidisciplinary teams to achieve mutual goals. VLO 9 — Mitigate risks and maintain order by applying effective strategies in crisis, conflict and emergency situations. VLO 10 — Take positive actions to help crime victims.
Essential Employability Skills (EES) addressed in this course:	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 4 — Apply a systematic approach to solve problems. 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 11 — Take responsibility for ones own actions, decisions, and consequences.
General Education Themes:	Social and Cultural Understanding

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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	Personal Understanding
Course Evaluation:	Passing Grade: 60%, C A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
1. Explore and describe interpersonal communication.	1.1 Describe the components of the communication process. 1.2 Define interpersonal communication. 1.3 Identify various levels of intimacy and self-disclosure using the continuum of Interpersonal Communication. 1.4 List the six principles of interpersonal communication. 1.5 Identify reasons why knowledge of interpersonal and group dynamics is important for personal and career success. 1.6 Identify strategies that will improve your ability to communicate more effectively.
Course Outcome 2	**Learning Objectives for Course Outcome 2**
2. Explore, define and describe the concept of self.	2.1 Outline contemporary policing. 2.2 Define self-concept, self-esteem and self-presentation and discuss how each relates to communication. 2.3 Apply Maslow`s hierarchy of needs to communication. 2.4 Explain the additions of diversity and managing technology as human needs. 2.5 Describe five strategies to improve self-concept and self-esteem.
Course Outcome 3	**Learning Objectives for Course Outcome 3**
3. Explore and describe the effects of perception on communication.	3.1 Define perception and interpersonal perception. 3.2 List and explain three stages of perception. 3.3 Explain the impact of perception on interpersonal communication. 3.4 Explain attribution theory. 3.5 Describe errors, barriers and biases in interpersonal perception and attribution. 3.6 Identify and give examples of five strategies to improve interpersonal perception.
Course Outcome 4	**Learning Objectives for Course Outcome 4**
4. Explore and describe the skills needed for effective interpretation of non-verbal communication.	4.1 Define and explain the five functions of non-verbal communication. 4.2 List and explain the six types of non-verbal communication. 4.3 Explain four strategies to improve your interpretation of non-verbal communication. 4.4 Define listening. 4.5 Discuss five major barriers to effective listening. 4.6 Explain six strategies to improve listening.
Course Outcome 5	**Learning Objectives for Course Outcome 5**
5. Explore and describe the	5.1 Describe four major characteristics of verbal

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skills needed for effective verbal communication.	communication. 5.2 Identify barriers to effective verbal communication. 5.3 Explain and differentiate between the two types of communication climate. 5.4 Apply several of the ten common strategies used to improve interpersonal communication.
Course Outcome 6	**Learning Objectives for Course Outcome 6**
6. Explore and describe work groups and teams.	6.1 Define groups and teams and note differences between them. 6.2 Explain how groups and teams meet members` personal and professional needs. 6.3 List the various types of teams and groups. 6.4 Explain the stages of group development according to Tuckman`s model. 6.5 List the common characteristics of groups and teams. 6.6 Discuss conformity, compliance and obedience as related to groups and behaviour within teams. 6.7 Identify the characteristics of an effective group and differentiate an effective group from an ineffective group. 6.8 Identify the skills required for effective performance in teams and groups.
Course Outcome 7	**Learning Objectives for Course Outcome 7**
7. Explore and describe factors involved in designing effective teams.	7.1 Explain why we are attracted to some people. 7.2 Identify and explain several factors that influence team design and composition. 7.3 Explain several factors that influence team success. 7.4 Identify barriers to effective teamwork. 7.5 Explain several factors and steps that must be considered when building a team. 7.6 Use a variety of skills to enhance personal performance on a team.
Course Outcome 8	**Learning Objectives for Course Outcome 8**
8. Explore and describe various effective problem solving and decision making models.	8.1 Differentiate between the two processes of problem solving and decision making. 8.2 Set effective goals to assist in problem solving and decision making. 8.3 List the ways that groups make decisions. 8.4 Explain barriers to effective decision making and problem solving in groups and teams. 8.5 Use two models for improving problem solving and decision making in a group. 8.6 Explain three variations of group decision making. 8.7 Explain various ways to improve decision making and problem solving in a group or a team.
Course Outcome 9	**Learning Objectives for Course Outcome 9**
9. Explore and describe various effective leadership skills.	9.1 Define leadership and differentiate leadership from management. 9.2 Explain three approaches to leadership.

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	9.3 List and explain the sources of power. 9.4 Explain various styles of leadership. 9.5 Explain effective leadership skills and behaviours. 9.6 Demonstrate effective skills for dealing with superiors. 9.7 Discuss the issue of leadership from a policing perspective.
Course Outcome 10	**Learning Objectives for Course Outcome 10**
10. Explore and describe various effective methods of dealing with change.	10.1 Define change and the various types of change. 10.2 Explain how organizations react to change. 10.3 List the various ways that people react to change and the various reasons that people may resist change. 10.4 Use force-field analysis to explain the process of change. 10.5 List the organizational and personal methods that can be used to overcome resistance to change. 10.6 Discuss areas of change occurring in policing today including changes in officer training and recruitment.

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Assignment 1	5%
Assignment 2	5%
Examination 1	30%
Examination 2	30%
Examination 3	30%

Date: October 15, 2020

Addendum: Please refer to the course outline addendum on the Learning Management System for further information.

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