



## COURSE OUTLINE: OAD106 - INTERPERS. DYNAMICS

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<b>Course Code: Title</b>	OAD106: INTERPERSONAL DYNAMICS
<b>Program Number: Name</b>	2086: OFFICE ADMIN-EXEC
<b>Department:</b>	OFFICE ADMINISTRATION
<b>Semesters/Terms:</b>	21F
<b>Course Description:</b>	In this course, students will 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>Substitutes:</b>	CYW105, HSC103
<b>This course is a pre-requisite for:</b>	OAD302
<b>Vocational Learning Outcomes (VLO's) addressed in this course:</b>	<b>2086 - OFFICE ADMIN-EXEC</b>
<b>Please refer to program web page for a complete listing of program outcomes where applicable.</b>	VLO 1 Conduct oneself professionally and adhere to relevant legislation, standards and codes of ethics.
	VLO 2 Manage the scheduling, coordination and organization of administrative tasks and workflow within specific deadlines and according to set priorities.
	VLO 8 Use interpersonal, leadership and client service skills to respond to diversity and to support the vision and mission of the organization.
	VLO 11 Organize and coordinate meetings, conferences, special events and make travel arrangements, including the preparation of related documentation.
<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 4 Apply a systematic approach to solve problems.
	EES 5 Use a variety of thinking skills to anticipate and solve problems.
	EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.
	EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.

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 2021-2022 academic year.



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	<p>EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.</p> <p>EES 10 Manage the use of time and other resources to complete projects.</p> <p>EES 11 Take responsibility for ones own actions, decisions, and consequences.</p>
<b>General Education Themes:</b>	<p>Social and Cultural Understanding</p> <p>Personal Understanding</p>
<b>Course Evaluation:</b>	<p>Passing Grade: 50%, D</p> <p>A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.</p>
<b>Other Course Evaluation &amp; Assessment Requirements:</b>	<p>The Projects evaluation includes Journals (10%), Individual Participation in In-class Activities(5%), and Group/Individual Projects (35%).</p>
<b>Books and Required Resources:</b>	<p>Interpersonal and Group Dynamics: A Practical Guide to Building an Effective Team by Hamelinck &amp; Bjorkuist          Publisher: Emond Edition: 3          ISBN: 9781772553772</p>

<b>Course Outcomes and Learning Objectives:</b>	<p><b>Course Outcome 1</b></p> <p>Identify ones own role within the structure of workplace organizations, identify and manage the impact of ones personal image on the image of an organization.</p>	<p><b>Learning Objectives for Course Outcome 1</b></p> <p>1.1 Describe and explain the helpful and harmful roles of members of a team/group.            1.2 Describe and explain task and social goals/roles.            1.3 Demonstrate how helpful task roles and social roles impact the group.            1.4 Explain how harmful group roles might impact the structure/image of an organization.            1.5 Demonstrate how group goals and member roles effect the day-to-day operation of the office environment.</p>
	<p><b>Course Outcome 2</b></p> <p>Use interpersonal and leadership skills to respond to diversity and to support the vision and mission of the organization.</p>	<p><b>Learning Objectives for Course Outcome 2</b></p> <p>2.1 Understand three ares of leader responsibility and demonstrate three styles of leadership skills in a small group setting.            2.2 Describe and explain leadership styles based on group maturity, characteristics of an effective leader, and situations in which leadership styles are most effective within a group/organization.            2.3 Explain the relationship between leadership and power.</p>
	<p><b>Course Outcome 3</b></p> <p>Work effectively and collaboratively in multi-cultural environments, identify and manage ones own beliefs recognizing their impact on interpersonal</p>	<p><b>Learning Objectives for Course Outcome 3</b></p> <p>3.1 Demonstrate understanding of the difference between a society, a culture and a subculture.            3.2 Explain ones own values, principles, and social/cultural norms            3.3 Explain how ones own values, principles, and social/cultural norms might impact a multi-cultural workplace and</p>

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relationships.	interpersonal relationships.
<b>Course Outcome 4</b>	<b>Learning Objectives for Course Outcome 4</b>
Demonstrate professionalism by adhering to codes of ethics, act honestly and with integrity by establishing effective rules in a small group setting.	4.1 Explain why groups have rules. 4.2 Explain the basic principles of ethical conduct and the effects of empathy. 4.2 Demonstrate understanding of the difference between imposed norms and developed norms. 4.3 Describe and develop effective norms to be used when working with a small group in a workplace environment.
<b>Course Outcome 5</b>	<b>Learning Objectives for Course Outcome 5</b>
Use respectful verbal and nonverbal communications for a variety of workplace situations. Adapt language and communication style to ensure understanding by a diverse range of people.	5.1 Understand the process of dialogue, including the roles of sender/receiver and encoding/decoding. 5.2 Describe the difference between verbal and nonverbal communication. 5.3 Describe barriers to communication (noise). 5.4 Define and demonstrate rules for speaking effectively, rules for listening effectively, and rules for giving constructive feedback. 5.5 Explain factors and symptoms of group think and conceptual conflict. 5.6 Understand the benefits, process and rules to encourage critical discussion in a workplace environment. 5.7 Describe assertive communication.
<b>Course Outcome 6</b>	<b>Learning Objectives for Course Outcome 6</b>
Facilitate the solution to a variety of workplace issues applying communication, conflict resolution strategies, and problem solving.	6.1 Describe desirable and dangerous forms of conflict that affect groups. 6.2 Describe different conflict styles, identify ones own conflict style and explain how this may impact interpersonal relationships. 6.3 Explain effective practices for managing conflict in small groups. 6.4 Explain rules/strategies for disputing constructively with others in a workplace environment. 6.5 Identify when and how to use mediation in a group setting. 6.6 Explain the problem-solving process. 6.7 Identify factors that improve the quality of group decisions. 6.8 Apply group decision-making methods to small group setting.
<b>Course Outcome 7</b>	<b>Learning Objectives for Course Outcome 7</b>
Use interpersonal and leadership skills to build your group into a unified team by setting clear targets to achieve success.	7.1 Define goals to make them specific. 7.2 Explain how to develop team goals. 7.3 Identify what to consider when setting goals and the benefits of effective goals. 7.4 Define stages of group development. 7.5 Describe three characteristics of a cohesive team. 7.6 Explain how to build a group into a cohesive team. 7.7 Define three benefits of team membership.

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**Evaluation Process and Grading System:**

<b>Evaluation Type</b>	<b>Evaluation Weight</b>
Projects (Journals, Group Assignment, Individual Assignment)	50%
Test 2	25%
Test 1	25%

**Date:**

July 29, 2021

**Addendum:**

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

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