



# COURSE OUTLINE

## OAD0106

Prepared: Amy Peltonen    Approved: Sherri Smith

<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>Semester/Term:</b>	17F				
<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>Essential Employability Skills (EES):</b>	<p>#1. Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.</p> <p>#2. Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p> <p>#5. Use a variety of thinking skills to anticipate and solve problems.</p> <p>#8. Show respect for the diverse opinions, values, belief systems, and contributions of others.</p> <p>#9. Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.</p> <p>#10. Manage the use of time and other resources to complete projects.</p> <p>#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>	Passing Grade: 50%, D				
<b>Other Course Evaluation &amp; Assessment Requirements:</b>	The Projects evaluation includes Journals (10%), Classroom Attendance and Participation (15%), and Group/Individual Projects (20%).				
<b>Evaluation Process and Grading System:</b>	<table border="1"> <thead> <tr> <th>Evaluation Type</th> <th>Evaluation Weight</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Evaluation Type	Evaluation Weight		
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Projects (Journals, Participation, Projects)	45%
Test 1	15%
Test 2	20%
Test 3	20%

### 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:

Upon successful completion of this course, the CICE student, with the assistance of a Learning Specialist will acquire varying levels of skill development relevant to the following learning outcomes:

#### Course Outcome 1.

Apply basic principles of interpersonal communications to professional and personal situations in a culturally diverse world.

#### Learning Objectives 1.

- 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.

#### Course Outcome 2.

Understand the importance of self-awareness and perception when communicating in the workplace.

#### Learning Objectives 2.



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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.

### Course Outcome 3.

Understand the importance of good interpersonal relations in the workplace and how to achieve them.

### Learning Objectives 3.

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.

#### CICE Modifications:

#### Preparation and Participation

1. A Learning Specialist will attend class with the student(s) to assist with inclusion in the class and to take notes.
2. Students will receive support in and outside of the classroom (i.e. tutoring, assistance with



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homework and assignments, preparation for exams, tests and quizzes.)

3. Study notes will be geared to test content and style which will match with modified learning outcomes.

4. Although the Learning Specialist may not attend all classes with the student(s), support will always be available. When the Learning Specialist does attend classes he/she will remain as inconspicuous as possible.

**A.** Further modifications may be required as needed as the semester progresses based on individual student(s) abilities and must be discussed with and agreed upon by the instructor.

**B. Tests may be modified in the following ways:**

1. Tests, which require essay answers, may be modified to short answers.

2. Short answer questions may be changed to multiple choice or the question may be simplified so the answer will reflect a basic understanding.

3. Tests, which use fill in the blank format, may be modified to include a few choices for each question, or a list of choices for all questions. This will allow the student to match or use visual clues.

4. Tests in the T/F or multiple choice format may be modified by rewording or clarifying statements into layman's or simplified terms. Multiple choice questions may have a reduced number of choices.

**C. Tests will be written in CICE office with assistance from a Learning Specialist.**

***The Learning Specialist may:***

1. Read the test question to the student.

2. Paraphrase the test question without revealing any key words or definitions.

3. Transcribe the student's verbal answer.

4. Test length may be reduced and time allowed to complete test may be increased.

**D. Assignments may be modified in the following ways:**

1. Assignments may be modified by reducing the amount of information required while maintaining general concepts.

2. Some assignments may be eliminated depending on the number of assignments required in the particular course.

***The Learning Specialist may:***



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1. Use a question/answer format instead of essay/research format
2. Propose a reduction in the number of references required for an assignment
3. Assist with groups to ensure that student comprehends his/her role within the group
4. Require an extension on due dates due to the fact that some students may require additional time to process information
5. Formally summarize articles and assigned readings to isolate main points for the student
6. Use questioning techniques and paraphrasing to assist in student comprehension of an assignment

### **E. Evaluation:**

Is reflective of modified learning outcomes.

**NOTE:** Due to the possibility of documented medical issues, CICE students may require alternate methods of evaluation to be able to acquire and demonstrate the modified learning outcomes

**Date:**

Wednesday, September 6, 2017

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