



**I. COURSE DESCRIPTION:**

This course will introduce students to principles and practices of effective human relations. Students will have opportunities to integrate theory and skill development as they begin to recognize the process of human interaction. Students will experience personal growth as well as social skill development. This course provides foundation skills for students preparing for further study of counseling skills, or further skill development in human or health sciences, teaching, and generally in social relationships.

**II. LEARNING OUTCOMES and ELEMENTS OF THE PERFORMANCE:**

Upon successful completion of this course, the CICE student, with the assistance of a Learning Specialist, will demonstrate a basic ability to:

**1. Develop and maintain relationships, which promote growth and development.*****Potential Elements of the performance:***

On written tests and assignments, and in class demonstrations, and discussions, the student will:

- a.** demonstrate familiarity with a model of communication
- b.** explain and demonstrate effective and ineffective communication (verbal and non-verbal)
- c.** explain and re-direct common barriers to effective listening and communication
- d.** demonstrate and discuss specific interpersonal skills, such as (and not limited to) giving and taking feedback; active communicating respect; recognizing and defusing conflict; recognizing, labeling and responding effectively to common defense mechanisms

**2. Develop and maintain social relationships, which respect cultural contexts.*****Potential Elements of the performance:***

*On written tests and assignments, and in class demonstrations and discussions, the student will:*

- a.** express understanding of the importance of cultural/historical/environmental/religious/gender-based contexts
- b.** recognize common cultural dimensions in communication

- c.** demonstrate an understanding of internal and external factors affecting communication
  - d.** express the distinctions and linkages between the “four parts of the self” i.e. emotional, physical, cognitive, spiritual
- 3. Identify and promote their personal growth as an element in human relations work:**

***Potential Elements of the performance:***

*On written tests and assignments, and in class demonstrations and discussions, the student will:*

- a.** demonstrate a commitment to personal wellness
- b.** identify various elements of their personal motivations
- c.** identify various elements of their social interaction style and behavior
- d.** identify the factors which affect personal disclosure
- e.** honour the differences between people
- f.** discuss the origins and effects of stress, the effect of stress on interpersonal relations, and demonstrate common stress management strategies

**III. TOPICS:**

May be adjusted or added to as course develops. Also, the order will vary to correspond with the textbook.

**1.0 Self-diagnostic Skills and Perception**

1.1 Perception Error

1.2 How to reduce Perception Errors in Perception

1.3 Perceptual Influences on Interpersonal Attraction

**2.0 Who Am I?**

Personality Types

2.1 Recognizable Patterns of Diversity

2.2 Type classification

2.3 Guidelines for the Proper Application of Psychological Type

**3.0 Psych-Smart Communications:**

3.1 The importance of Communication

3.2 The Process of Communication

3.3 Influence of Type on Communication

3.4 Preferred Types of Communication

3.5 Extraverted and Introverted Communication Styles

3.6 Sensing and Intuitive Communication Styles

3.7 Thinking and Feeling Communication Styles

3.8 Judging and Perceiving Communication Styles

**4.0 Psycho-Logical Defensiveness:**

- 4.1 Psycho-Logical Defensiveness Can Be Offensive to Others
- 4.2 Unconscious and Irrational Defensiveness
- 4.3 PSYCHO-logical Defence Mechanisms
- 4.4 Defence Mechanisms in Summary
- 4.5 Thinking Straight Can Help You Relate
- 4.6 Fallacies and Psycho-logical Defensiveness

**5.0 Motivation and Emotion in Human Relations**

- 5.1 Motivational Mysteries
- 5.2 The Nature of Motivation
- 5.3 Theories of Motivation: What Makes Me Tick?
- 5.4 Emotions and Emotional Intelligence

**6.0 Stress and Lifestyle Management:**

- 6.1 Stressed Out About School
- 6.2 The Nature of Stress
- 6.3 Understanding Stress in Terms of Stressors
- 6.4 Stress As a Response: General Adaptation Syndrome
- 6.5 Stress as an Interaction

**7.0 Cultivating Character, Meaning and Purpose in Life...**

- 7.1 The Self-and Self-Transcendence
- 7.2 The Enneagram: A Path to Personal Liberation
- 7.3 Life... and May I Ask, What's the Meaning of This?
- 7.4 The Heroic Journey: Living Based on Archetypal Psychology

**8.0 Games People Play:**

- 8.1 Transactional Analysis
- 8.2 Types of Transactions
- 8.3 Strokes, Life Positions, Games
- 8.4 Roles Played in Psychological Games
- 8.5 How to Break Up Psychological Games

**9.0 Gender, Culture and Nonverbal Cues in Communication**

- 9.1 Gender Communications
- 9.2 Culture and Communications
- 9.3 Nonverbal Communication

**10.0 How to Resolve Conflict**

- 10.1 The Experience of Conflict
- 10.2 Types of Conflict
- 10.3 Benefits of Conflict
- 10.4 Psychological Orientations
- 10.5 Win-Win Conflict Resolution

**11.0 Leadership Skills Development:****11.1** Life and Leadership**11.2** Approaches to Leadership**IV. REQUIRED RESOURCES/TEXTS/MATERIALS:**

1. Falikowski, A. (2007) Mastering Human Relations, 4<sup>th</sup> edition). Toronto: Pearson/Prentice Hall

**V. EVALUATION PROCESS/GRADING SYSTEM:**

1. **Tests:** There will be four tests, one after chapter 3, one after chapter 6, one after chapter 9 and one after chapter 11.
2. **Completion and submission** of six exercises as assigned.
3. **Class Involvement:** This course depends upon students being punctual, present and involved. Learning for everyone is enhanced when the students contribute, question, challenge, share, risk and support. At the end of the term each student will be asked to comment on the quality of their involvement, including but not limited to: attendance, punctuality, constructive contribution, demonstration of respect, demonstration of skills learned, preparedness for class.

The course is “attendance-dependent.” People who are present in class can make contributions. Therefore, the grading for this section will be scaled to the attendance statistic for each student. If the overall attendance falls below 80% of the class time, the grade for this section will be “0”. Students who find it difficult to attend classes are invited to discuss this with the professor. Such discussion does not change the requirements of this section.

4. Students are required to notify faculty the day of a test or assignment due date, in cases of severe illness and they are unable to attend. Students may need to provide a doctor’s note. Notification “post-test” will be only due to medical emergency, and will need support by medical note and the student will have to provide clearance for the professor to verify the authenticity of the note. Failure to notify the professor according to the above will result in a “0” grade for the test or assignment with no opportunity to rewrite or re-submit.

**GRADING SUMMARY:**

- 1. Tests: 55%**

1 <sup>st</sup> Test	15%
2 <sup>nd</sup> Test	15%
3 <sup>rd</sup> Test	15%
4 <sup>th</sup> Test	10%
  
- 2. Assignments:**  
6 assignments, each out of 5; total worth 30%
  
- 3. Involvement/Skills Development 15%**

**SPECIAL NOTES:**

1. The nature of this experience:

This course is set up to be an educational and personal experience. The premise of the course is that a person can only integrate and apply Human Relations concepts and skills when they have applied them personally. Anything less may be viewed as not genuine. To this end, a degree of personal disclosure will be encouraged and expected. Students will learn how to create an “atmosphere of safety and encouragement” which invites personal disclosure and improves Human Relations.

This course is not intended to be a therapy session. The professor will be vigilant in this regard. Excessive or dominating personal disclosure will be redirected, respectfully, in the direction of the course objectives. Students are reminded of the services of the College, including counselling, to assist with personal matters. The professor can explain and assist further.

The professor observes confidentiality within legal and professional limits. This applies to all course discussions and assignments. Students are required to observe confidentiality in the same fashion. If a student believes there to be a need to discuss another student’s actions or personal disclosures which occur in this course, this must be done first with the course professor. Any “breach” of confidentiality will be investigated as a possible violation of Child and Youth Worker or Social Service Worker professional ethics, SSW or CYW program policies, and as a possible violation of Sault College’s Student Code of Conduct.

Students are expected to be familiar with the Child and Youth Worker or Social Service Worker Code of Ethics, and/or with the Code of Ethics relevant to their profession. As well, students are expected to be familiar with Sault College’s Student Code of Conduct.

Electronic communication devices, including cell phones, pagers, Blackberry's, and others, can be used outside of class time. Should they be used or referred to during class time, the student doing so will be asked to leave the class in order to conduct their personal business, and will be permitted back into class only after meeting with the course professor at a time of the professor's choosing, and possibly with the Dean.

Laptop computers can be used during class time if their use is limited strictly to class material, such as note taking. Any other use will result in immediate suspension of the privilege of using a laptop.

Food is not permitted in the classroom during class time.

Beverages may be permitted subject to the student's ability to ensure they do not become a distraction.

## 2. METHOD OF ASSESSMENT

The following semester grades will be assigned to students in post-secondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	3.00
B	70 - 79%	2.00
C	60 - 69%	1.00
D	50 – 59%	0.00
F (Fail)	49% and below	
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

**Note:** For such reasons as program certification or program articulation, certain courses require minimums of greater than 50% and/or have mandatory components to achieve a passing grade.

It is also important to note, that the minimum overall GPA required in order to graduate from a Sault College program remains 2.0.

## VI. SPECIAL NOTES:

### Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), visit the Special Needs office, Room E1101 or call extension 2703 as soon as possible so that support services can be arranged for you. Subsequently you are encouraged to discuss, with your professor, accommodations required to enable you to meet the course competencies.

### Retention of Course Outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other post-secondary institutions.

### Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

The professor may establish other communications systems. The professor will advise students of this, and of the availability for out-of-class assistance.

### Plagiarism:

Students should refer to the definition of “academic dishonesty” in the *Student Code of Conduct*. Students who engage in “academic dishonesty” will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

### Course Outline Amendments:

The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

**VII. PRIOR LEARNING ASSESSMENT:**

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

**VIII. DIRECT CREDIT TRANSFERS:**

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.

**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 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. 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.

**B. 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.

**C. 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:***

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

**D. Evaluation:**

Is reflective of modified learning outcomes.