

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

C O U R S E O U T L I N E

Course Title GROUP DYNAMICS OF EMPLOYEE RELATIONSHIPS

Code No.: MRC 120-3

Prerequisite: DEVELOPMENTAL SERVICES WORKER

Semester: THIRD

Date: September 1985

Author: TUT TAMMIK AND GERRY PAGE

New; Revision: X

APPROVED:

Chairperson

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COIIRSF 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.

BEHAVIOR 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.
3. Identify, label and use group skills appropriately.
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 behaviors 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 other verbally and in writing.
9. Demonstrate acceptance of responsibility for own learning.

METHODS:

Traditional lecturing will make up approximately 35% of the course delivery with the remaining 65% utilizing large and small group discussion and group process simulation activities.

TnPICARFAS

1. Terminology related to groups:
 - group process and communication
 - group content
 - trust formation and shared meaning
 - structure, norms, roles, goals
2. Group Membership:
 - self-awareness
 - perception
 - values, attitudes, beliefs
3. Factors Affecting Group Cohesion:
 - team building
 - non-functional work behavior
 - effective listening, defense mechanisms
4. Conflict & Conflict Resolution:
 - authority
 - discipline
 - disagreements
 - verbal and non-verbal communications
5. The Work Environment:
 - physical, psychological, socjological aspects of the work environment
6. Stress: Bum Out and Rust Out?
 - coping effectively with stress
7. Organizations:
 - organizational charts
 - evaluation versus performance
8. Leadership Styles:
 - the influence of various leadership styles oh group (worki performance and members (workers') need satisfaction

EVALUATION

The overall final course grade will be a weighted average of each Instructor's section:

T. Tammlk's section - 65%

6. Page's section - 35S

100S

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|-------------------------------|---|-----|
| T. Tammlk's section: (65%) | 1. Attendance and participation | 40% |
| | 2. Group process log | 30% |
| | 3. Paper QC Seminar (Group process facilitation). | 2QS |

Note: Students can choose to do a paper (1,500 words) or a group process facilitation seminar. Topic areas are subject to the approval of the instructor and guidelines/criteria will be discussed in class.

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| G. Page's section: (35%) | 1. Attendance and participation | 40% |
| | 2. Quizzes | 60% |

RECOMMENDED READINGS:

1. *Factors in Working with Groups*
2. *How to Observe Groups*
3. *How to Analyse and Evaluate Group Growth*
4. *Planning Group Development*

.....Author: Hedley G. Dimock

A final grade of "A", "B", "C" or "R" will be awarded upon completion of all of the course requirements, in accordance with the grading policy of the Developmental Services Worker Program,

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|------|-----|---|-----------|
| i.e. | "A" | - | 85%- 100% |
| | "B" | - | 75%- 84% |
| | "C" | - | 60%- 74% |
| | "R" | - | below 60% |

Note: The evaluation system can be modified at the discretion of the instructors.