

Course Title: GROUP DYNAMICS OF EMPLOYEE RELATIONSHIPS
Code No.: DSW 200-3
Program: DEVELOPMENTAL SERVICES WORKER
Semester: Third
Date: September, 1988.
Authors: Tiit Tammik and Gerry Page

New: _____ Revision: X

COURSE 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.

BEHAVIOURAL 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.

METHODOLOGY:

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.

TOPIC AREAS

1. Terminology related to groups: - lecture:
 - group process and communication
 - group content
 - trust formation and shared meaning
 - structure, norms, roles, goals

2. Communication: The fine art of getting your message across: -text Ch.*3
 - self-awareness
 - personal influences
 - different styles, channels

3. Job Satisfaction: text Ch* 10
 - some major causes
 - what are its effects
 - measuring job satisfaction

4. Conflict & Conflict Resolution: text Ch.*8:
 - cooperation and competition
 - discipline
 - disagreements
 - verbal and non-verbal communications

5. Concepts of Change: text Ch.*12:
 - physical, psychological, sociological aspects of the work environment

6. Stress: Burn Out and Rust Out?: text Ch.*9:
 - coping effectively with stress

7. Perception: text Ch.*2:
 - social perception
 - perceiving the physical world

8. Leadership Styles: text Ch.*7:
 - the influence of various leadership styles on group (work) performance and members (workers') need satisfaction

9. Motivation: text Ch.*4:
 - content and process theories of motivation.
 - enhancing motivation at work

EVALUATION:

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

T. Tammik's section = 65%
G. Page's section = <u>35%</u>
<u>100%</u>

<u>T. Tammik's section:</u> (65%)	1. Attendance and participation	40%
	2. Group process log	30%
	3. Group Process Facilitation Seminar	<u>30%</u>
	<u>Total</u>	<u>100%</u>

Note: Students will be required to prepare and lead a class group process facilitation seminar. Seminar topic choices (within the scope of this course) will be chosen in consultation with and subject to the approval of the instructor. Evaluation guidelines and criteria will be discussed in class.

Required Text: Action Speaks Louder: A Handbook of Structured Group Techniques, 4th, Edition, by Remocker, A. J. and Storch, E. T. Published by, Churchill Livingstone, 1987, New York.

Note: Readings from the above text will be assigned in class and students will find it helpful as a resource for their "Group Process Facilitation Seminar" class activity.

<u>G. Page's section:</u> (35%)	1. Attendance and participation	40%
	2. Quizzes	60%

REQUIRED TEXT: "UNDERSTANDING HUMAN RELATIONS", A PRACTICAL GUIDE AT WORK: Author: Robert A. Baron, Pub. Co. Allyn and Bacon
(Required readings to be announced in class)

ADDITIONAL 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 will be awarded upon completion of all of the course requirements, in accordance with the grading policy of the Developmental Services Worker Program. (as follows):

"A+" =	90% - 100%
"A" =	80% - 89%
"B" =	70% - 79%
"C" =	60% - 69%
"R" =	below 60%

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