

BUS 102A, Interpersonal Skills for Business

3 credits/2 hours lecture, 1 hour tutorial

Develops the interpersonal communication skills that managers need in order to function effectively in the contemporary organization. Making extensive use of behavioural simulation techniques such as role-playing and group problem-solving, students will learn active listening, conflict-management, persuasion, delegating and other general-purpose skills. The course will also deal with the specialized skills and techniques needed in performance appraisal, discipline, group meeting, and goal-setting situations.

Instructor

Cynthia O'Donnell, EdD

S113A

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Office Hours

Monday 12:00 –12:50

Tuesday 12:00—12:50
5:30—6:30

Wednesday 12:00 –12:50

Thursday 12:00 –12:50

Hours of Instruction

BUS 102A Lecture: Tuesday, 1-2:50 p.m. (on Microsoft Teams)

BUS 102H Tutorial—Thursday, 1:00 - 1:50 p.m. (on Microsoft Teams)

BUS 102L Tutorial—Thursday, 2:00 – 2:50 p.m. (on Microsoft Teams)

Required Resources

De Janasz, Suzanne C., Dowd, Karen O., & Schneider, Beth Z. (2019). *Interpersonal Skills in Organizations* (6th edition). McGraw Hill. ISBN: 978-0-07-811280-5 Ebook and hard copy textbook are both available. Connect is not necessary.

Course Modules—Units 1 - 9 (Modules available on Moodle)

Course Outcomes

Upon successful completion of the course, the student shall be able to:

- Develop self-awareness or self-knowledge as the starting point for effectiveness at work. The following concepts, skills, and issues are used to support this Outcome:
 - Take assessments such as the Emotional Intelligence test and Learning Styles assessments to determine strategies for personal success.
 - Determine your strengths and understand how they might guide you in personal and professional choices.
 - Assess your limitations and develop a self-improvement plan for improving in these areas.
- Gain understanding and insight into your personality, attitudes, and behaviours. The following concepts, skills, and issues are used to support this Outcome:
 - Use the Personality Dimensions instruments to assess your own interpersonal style and the styles of two classmates or coworkers.
 - Write a short report to document your analysis.
- Present yourself effectively in job search settings and set appropriate life and career goals. The following concepts, skills, and issues are used to support this Outcome:
 - Apply goal setting and time management strategies to maximize use of time and career networking.
 - Identify personal job related skills.
 - Learn how to answer behavioural descriptive interview questions.
 - Participate as both an interviewer and a candidate in mock job interviews.
- Work on team building skills (e.g., active listening, encouraging candor, maintaining a cooperative and collaborative environment). The following concepts, skills, and issues are used to support this Outcome:
 - Work on developing effective relationships with others.
 - Recognize and manage sensitive interpersonal situations.
 - Develop strategies to manage conflict through role plays and simulations.
 - Understand the value of diversity in our workplaces and communities.
 - Analyze a movie on a diversity theme and make a team presentation on this topic.
- Plan, organize, and complete a service project in the community or college to promote volunteerism and commitment to community activism. The following concepts, skills, and issues are used to support this Outcome:
 - Manage your team and project effectively.
 - Engage in fund raising activities as required to fulfill your objectives.
 - Increase productivity through use of effective goal setting and time management strategies.
 - Increase your ability to contribute to organizations, your community, and your family.

Evaluation

Your grade in this course will be derived as follows:

Mid-term Exam	15%
Final Exam	20%
Assignment #1, Report on Interpersonal Styles	10%
Assignment #2, Team Presentation on Diversity	10%
Moodle Forums/Class Activities	10%
Peer Marking of Role Plays	10%
Final Presentations for Service Projects	5%
Service Project Self-Evaluations	10%
Online Quizzes	10%
	100%

The minimum standard for passing this course is a grade of D (50%).

Notes on Course Evaluation

Assignments: There will be two assignments in this course that will require significant time to conduct/write outside of class. The first of these will be handed out on January 19 (due on Tuesday, February 2) and will involve the determination of the “interpersonal styles” of two other BUS 102A classmates, along with the integration of this information into your self-awareness of your own interpersonal style. The second assignment is a Team PowerPoint presentation on a diversity theme. You will be given a choice of films to analyze; the topic is not wide open. The second assignment will be handed out on Tuesday, March 2, and will be due on Tuesday, March 23. Team members must present the PowerPoint with the team in order to receive a mark. Team service projects to help a community organization are also a required component of the course. Each team will select its own team members and choose the organization the members wish to help. Volunteering time and raising money for an organization are equally worthwhile activities, and some teams may wish to do a combination of both activities.

Hand in Deadlines: Assignments are due at the beginning of the class indicated above. If your assignment is going to be late, please make arrangements with me **in advance** on Microsoft Teams or by e-mail or you will be penalized 10% of the value of that assignment per day. **No late assignments will be accepted once the instructor has marked and returned the assignment in question. No exceptions unless you have a serious illness!**

Service Projects, Peer Marking of Role Plays, Mark for Online Quizzes, and Mark for Participation in Moodle Forums/Discussions: As much of the value the student will receive from this course is “experiential,” in-class participation will comprise a significant part of the mark for this course. A mark of 10% will be allocated to each of the following components of class participation: 1) peer evaluations of role plays; 2) contribution to Moodle forums/class activities; and 3) online quizzes. The student’s service project participation and self-evaluation grade in the project will be worth 10%. An outline will be provided at the end of the term for the evaluations. A final PowerPoint summary of the service project will be worth 5% of the term mark. Classroom and tutorial activities include videos, role plays, self-evaluations, and group problem-solving exercises.

Examinations: The Examinations will consist of a mixture of Definitions, Multiple Choice and True/False Questions, and Short and Long Answer Essay Questions. The Mid-term will be

approximately two hours in duration and is tentatively scheduled for Week 7. The Final is a three-hour examination (exam schedule will be posted later in the semester).

Teaching and Learning Methodologies

Students use the VARK learning assessment tools in this class to determine if they are Visual, Auditory, Kinesthetic/Tactile, ReadWrite, or Multimodal learners. This class appeals to the various learning styles by including lectures, PowerPoints, text-based modules, Moodle discussions/forums, videos, role plays, self-evaluations, and group problem-solving exercises. Participation on the Moodle discussions/forums is a required component of the course.

Grading System

Descriptor	Alpha Grade	4.0 Scale	Percent
	A+	4.0	> 93.9
Excellent	A	4.0	87 – 93.9
	A-	3.7	80 – 86.9
Good	B+	3.3	77 – 79.9
	B	3.0	74 – 76.9
	B-	2.7	70 – 73.9
Satisfactory	C+	2.3	67 – 69.9
	C	2.0	64 – 66.9
Progression	C-	1.7	60 – 63.9
Poor	D+	1.3	57 – 59.9
Min Pass	D	1.0	50 – 56.9
Failure	F	0.0	< 50

Proposed Schedule

See the class schedule, topics, and readings as attached.

Please Note:

Date and time allotted to each topic is subject to change.

WEEK #/DATE	TOPIC	READINGS
Week #1 (Jan. 12)	Jan. 4 & 5, No Classes. (Tutorials will be held on Thurs., Jan. 7—on Microsoft Teams) Journey into Self-Awareness/Introduction to Interpersonal Communication The Interactive and Transactional Models for the Communication Process	Ch. 1, <i>Interpersonal Skills in Organizations</i> Unit #1 (Modules)
Week #2 (Jan. 19)	Self-Concept, Perception, and Self-Disclosure Interpersonal Styles and Personality Dimensions Hand-out Assignment #1 Assignment #1 Due (Feb. 2)	Ch. 2, <i>Interpersonal Skills in Organizations</i> Unit #2 (Modules)
Week #3 (Jan. 26)	Nonverbal Communication Organizational Presentations for Service Projects Due (Team PowerPoints)	Unit #3 (Modules)
Week #4 (Feb. 2)	Verbal Communication/Conveying Verbal Messages Assignment #1 Due Feb. 2	Ch. 7, <i>Interpersonal Skills in Organizations</i> Unit #4 (Modules)
Week #5 (Feb. 9)	Active/Empathetic Listening and Feedback Study for the MIDTERM EXAM (Part 1: Multiple Choice/True False and Part 2: Short and Long Answer Essay Questions to be held after a brief lecture on Feb. 23)	Ch. 6, <i>Interpersonal Skills in Organizations</i> Unit #5 (Modules)
Week #6 (Feb. 15-19)	Family Day Monday—Feb. 15, No classes. Reading Days—Feb. 16-19 (inclusive), No classes.	
Week #7 (Feb. 23)	Persuasive Influence MIDTERM EXAM (Part 1: Multiple Choice/True False and Part 2: Short and Long Answer Essay Questions)	Ch. 8, <i>Interpersonal Skills in Organizations</i> Unit #6 (Modules)
Week #8 (Mar. 2)	Conflict Management Hand-out Assignment #2: Team PowerPoint on Diversity Theme (Note that chapter 5, <i>Interpersonal Skills in Organizations</i>, is directly relevant to the Presentation on Diversity Issues) Assignment #2 Due (Mar. 23)	Chs. 5 and 11, <i>Interpersonal Skills in Organizations</i> Unit #7 (Modules)
Week #9 (Mar. 9)	Team Building, Facilitation, and Coaching	Chs. 10, 13 & 17, <i>Interpersonal Skills in Organizations</i>

Week #10 (Mar. 16)	Employment Selection – Interviewing	Unit #8 (Modules)
Week #11 (Mar. 23)	Goal Setting and Time and Stress Management Performance Appraisals/Self-Performance Reviews Assignment #2: Team PowerPoint Presentations on Diversity to be presented this week.	Chs. 3 and 4, <i>Interpersonal Skills in Organizations</i> Unit #9 (Modules)
Week #12 (Mar. 30)	Apr. 2, Good Friday Holiday, No Classes. Empowerment and Effective Delegation Final Service Project Presentations: (Due on Apr. 6) Hand in Team Evaluations for Service Projects by Thurs., Apr. 8	Ch. 18, <i>Interpersonal Skills in Organizations</i>
Week #13 (Apr. 6)	Apr. 5, Easter Monday Holiday, No classes. Networking and Politicking Service Project Presentations Due Today Team Evaluations due on Thurs., Apr. 8	Chs. 15 and 16, <i>Interpersonal Skills in Organizations</i>
Week #14 (Apr. 13)	Negotiation Wed., Apr. 14, Last Day of Classes	Ch. 9, <i>Interpersonal Skills in Organizations</i>
Apr. 19-30	FINAL EXAM PERIOD	

Performance Requirements and Student Services

Student Responsibilities

It is your responsibility as a student to contact the Office of the Registrar to complete the forms for Withdrawal or Change of Registration, and any other forms. Please refer to the list of important dates as noted in the Academic Schedule in the [Keyano College credit calendar](#). The Keyano College credit calendar also has information about Student Rights and Code of Conduct. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Code of Conduct Policies.

Student Attendance

Class attendance is useful for two reasons. First, class attendance maximizes a student's learning experience. Second, attending class is a good way to keep informed of matters relating to the administration of the course (e.g., the timing of assignments and exams). Ultimately, you are responsible for your own learning and performance in this course.

It is the responsibility of each student to be prepared for all classes. Students who miss classes are responsible for the material covered in those classes and for ensuring that they are prepared for the next class, including the completion of any assignments and notes that may be due.

Academic Misconduct

Students are considered to be responsible adults and should adhere to principles of intellectual integrity. Intellectual dishonesty may take many forms, such as:

- Plagiarism or the submission of another person's work as one's own;
- The use of unauthorized aids in assignments or examinations (cheating);
- Collusion or the unauthorized collaboration with others in preparing work;
- The deliberate misrepresentation of qualifications;
- The willful distortion of results or data;
- Substitution in an examination by another person;
- Handing in the same unchanged work as submitted for another assignment; and
- Breach of confidentiality.

The consequences for academic misconduct range from a verbal reprimand to expulsion from the College. More specific descriptions and details are found in the Student Rights and Code of Conduct section of the Keyano College credit calendar. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Code of Conduct Policies.

In order to ensure your understanding of the concept of plagiarism, you must successfully complete the online tutorial found on ilearn.keyano.ca. Then print the certificate, sign it, and show it to each of your instructors. Your course work may not be graded until you show this signed certificate.

Specialized Supports

The Student Services department is committed to Keyano students and their academic success. There are a variety of student supports available at Keyano College. Due to the continuing situation with the Covid-19 pandemic, the offered support services will be implemented differently this semester by being provided mostly virtually. In-person service can be requested as needed. All Alberta Health Services guidelines will be followed for in-person appointments—wear a mask, maintain two meters of physical distance, use hand sanitizer, and stay home if you are unwell.

All student services are available during Keyano business hours: Monday to Friday, 8h30-16h30.

Accessibility Services: provides accommodations for students with disabilities. Students with documented disabilities, or who suspect a disability, can meet with a Learning Strategist to discuss their current learning barriers and possible accommodations. Students who have accessed accommodations in the past are encouraged to contact us to request them for the semester. Please note that requesting accommodations is a process and requires time to arrange. Contact us as soon as you know you may require accommodations. For accessibility services supports and to book a virtual appointment, please contact accessibility.services@keyano.ca.

Accessibility Services also provides individual and group learning strategy instruction for all students, as well as technology training and supports to enhance learning. Meet with a Learning Strategist to learn studying and test-taking strategies for online classes. Schedule an appointment with the Assistive Technology Specialist to explore technology tools for learning. Book an appointment today by emailing accessibility.services@keyano.ca

Wellness Services: offers a caring, inclusive, and respectful environment where students can access free group and individual support to meet academic and life challenges. Mental Health Coordinators offer a safe and confidential environment to seek help with personal concerns. All individual appointments will continue virtually.

Wellness Services welcomes students to participate in any of the virtual group sessions offered throughout the academic year addressing topics including mindfulness and test anxiety.

Individual virtual appointments can be made by emailing wellness.services@keyano.ca.

Library Services: provides students with research and information supports as they engage in their studies. Library staff are available to support you both virtually and in person throughout the semester. For a detailed list of library supports and services, go to www.keyano.ca/library. For any inquiries, please email askthelibrary@keyano.ca.

Begin your research with the Library's FIND page. Search for sources using OneSearch, the Library's Catalogue, or by searching in a specific database selected from the A-Z Database List.

Individual support with the Information Librarian is available virtually. Appointments can be requested by using the Book A Librarian online form.

Research and Subject Guides are helpful resources when beginning your research or addressing other information needs. To view a subject or course specific guide, go to the Subject Guide webpage [here](#).

To access additional research resources, including Citation Guides (APA, MLA, Chicago, or IEEE), go to the [Research Help Library page](#).

The Loanable Technology collection is available to support students in their online learning pursuits. Items available for borrowing include mobile projectors, webcams, noise cancelling headphones, Chromebooks, and laptops. For an up-to-date list of technology available for borrowing, go to the Library's [Loanable Technology webpage](#).

Skill Centre: Provides academic support services to students registered in credit programs at Keyano College in the form of tutoring, assignment/lab support, writing support groups, facilitated study groups, workshops, and study space. This service is free and is available for all Math, Sciences, Humanities and Trades courses offered at Keyano.

While most courses are being offered online, the Skill Centre will be offering mostly virtual services and in-person sessions as requested. Please email Skill@keyano.ca to get in contact with our Academic Content Specialists. The Skill Centre is located in CC-119 at the Clearwater Campus.

For the most up to date information on how to book a session, please view the [Keyano Skill Centre homepage](#).

Academic Success Coaching: offers you support and access to resources for your academic success to help you to find the Keys to your Success. The Academic Success Coach will work with you to develop an academic success plan, develop your study and time management skills, and connect you with the right resources here at Keyano. Academic.success@keyano.ca is the best way to access resources during virtual service delivery. The Academic Success Coach is located in the Skill Centre in CC-119 at the Clearwater Campus.

E-Learning

Technology and internet will impact your online learning experience. It's important that you are able to watch an online video and other course materials, take online quizzes, and participant in a live class with your instructor and other students.

Keyano College operates in a Windows based environment and having the correct tools for online learning is important. Here's a list of recommended system requirements.

Internet Speed

Minimum Internet speeds of 5 Mbps.

Recommended Internet speeds of 25 Mbps (especially if you are sharing your internet at home).

Check your internet speed with Fast.com.

System requirements:

Microsoft Windows	Apple
<p>Minimum Requirements:</p> <ul style="list-style-type: none"> · A Windows 10 computer/laptop · Minimum 4GB of RAM. · 10GB+ available hard drive storage. · Enough available hard drive space to install the Microsoft Office suite (approximately 3GB). Microsoft Office software is free to all Keyano students and employees. · Microphone, webcam and speakers. A headset with a microphone is recommended. · System updates must be regularly installed. · Anti-Virus / Anti-Malware software 	<p>Minimum Requirements:</p> <ul style="list-style-type: none"> · A Macintosh (V10.14 and above) computer/laptop · Minimum 4GB of RAM. · 10GB+ available hard drive storage. · Enough available hard drive space to install the Microsoft Office suite (approximately 3GB). Microsoft Office software is free to all Keyano students and employees. · Microphone, webcam and speakers. A headset with a microphone is recommended. · System updates must be regularly installed. · Anti-Virus / Anti-Malware software.
<p>Recommended Requirements</p> <ul style="list-style-type: none"> · 8GB of RAM · A method of backing up/synchronizing to local or cloud-based storage such as OneDrive is highly recommended. This is included if you complete the setup of KeyanoMail and download MS Office using your Keyano email for free. 	<p>Recommended Requirements</p> <ul style="list-style-type: none"> · 8GB of RAM · A method of backing up/synchronizing to local or cloud-based storage such as OneDrive is highly recommended. This is included if you complete the setup of KeyanoMail and download MS Office using your Keyano email for free.
<p>Chromebooks are not recommended as they are not compatible with testing lockdown browsers.</p> <p>A Microsoft Surface or iPad or iPad Pro may be possible alternatives in some program areas.</p>	

Specific Department Requirements:

Business and OA programs require Windows 10.
 Other programs may utilize Windows based tools as well.

Computer Software

Students will be able to get access to Microsoft Office 365 for free using Keyano credentials by [clicking here](#).

Recording of Lectures and Intellectual Property

Students may only record a lecture if explicit permission is provided by the instructor or by Accessibility Services. Even if students have permission to record a lecture or lecture materials, students may not share, distribute, or publish any of the lectures or lecture materials, this includes any recordings, slides, instructor notes, etc. on any platform. Thus no student is allowed to share, distribute, publish or sell course related content (instructor, or students) without permission. It is important to recognize that the Canadian Copyright Act contains provisions for intellectual property.

The Academic Integrity Policy provides additional information on Keyano College's expectations from students as members of the intellectual community.

ITS Helpdesk

If you are having issues with your student account, you can contact the ITS Helpdesk by emailing its.helpdesk@keyano.ca or calling 780-791-4965.