



DEPARTMENT OF HUMAN SERVICES

COURSE OUTLINE

HS 1203: Interpersonal Communication in the Workplace

Winter 2013

INSTRUCTOR: Tanya Ray

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OFFICE: H203

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OFFICE Tuesday 10:00 - 12:00

HOURS: or by appointment

PREREQUISITE(S)/COREQUISITE: HS1000

REQUIRED TEXT/RESOURCE MATERIALS: Adler, R.B., Proctor, Rolls, J. A. & Russell F. Proctor II (2012) LOOK: Looking Out Looking In. (Canadian Ed.). Scarborough, Ontario: Nelson

CALENDAR DESCRIPTION: This course builds on the interpersonal communication skills from HS1000 and applies them to the development of skills for more complex situations including conflict management and communication in the work environment.

CREDIT/CONTACT HOURS: 1 credit (15 hrs)

DELIVERY MODE(S): Classes will involve a variety of activities. There will be small group work, class discussions, mini-lectures, and a variety of other activities designed to promote active learning of the course content.

Student participation in learning activities is vital to this course. According to Edgar Dale's (University of Texas) research, we tend to remember 10% of what we read, 20% of what we hear, 30% of what we see, 50% of what we hear and see, 70% of what we say and 90% of what we both say and do.

OBJECTIVES:

Upon completion of this course, the student will:

1. Identify and discuss factors that contribute to a positive or negative communication climate in work settings.
2. Apply communication skills to promote a positive communication climate.
3. Discuss the significance of conflict in interpersonal and workplace relationships, communication factors that affect it, and methods of dealing with conflicts.
4. Demonstrate the use of communication skills to resolve a conflict situation while maintaining a positive communication climate.
5. Discuss the role of communication in the workplace.
6. Develop knowledge and skills to become productive team members in the workplace.

TRANSFERABILITY:

Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability.

GRADING CRITERIA:

Assignments and course evaluation

Specific instructions and requirements for the following assignments will be handed out in class.

Assignment 1: Gibb's Categories **15%** **Due: April 1, 2013**

Using Gibb's categories of supportive and defensive behaviours, analyze your comments in two scenarios that are provided, both defensively and supportive. Justify your answers.

Assignment 2: Assertive Message Format **20%** **Due: April 8, 2013**

This assignment is designed to provide students with an opportunity to use assertive communication by using a clear message. Specific instructions and requirements will be given out in class.

Assignment 3: Working in Groups **35%** **Due: April 15, 2013**

This assignment is worth 35% of your course grade. 25% or $\frac{1}{4}$ will come from the group submission and 75% or $\frac{3}{4}$ will come from your individual evaluation of the group processes.

The purpose of this assignment is to allow you to work in teams to experience the theory about which you will be exposed to in class. The most important aspect of the assignment is to experience the process of team development and to practice your roles as an effective team member. Knowing and applying the theory of the evolution of groups should help the cohesion and effectiveness of your team.

Quiz **20%** **Date: April 16, 2013**

An exam covering all course content will be given on the last day of class.

Participation **10%**

Participation will be based on attendance, punctuality, participation in group and class activities, participation in class discussions, and even interaction during lectures (e.g. asking clarifying questions, offering illustrative examples, etc.).

| GRANDE PRAIRIE REGIONAL COLLEGE | | | |
|--|---------------------------|------------------------------|--|
| GRADING CONVERSION CHART | | | |
| Alpha Grade | 4-point Equivalent | Percentage Guidelines | Designation |
| A⁺ | 4.0 | 90 – 100 | EXCELLENT |
| A | 4.0 | 85 – 89 | |
| A⁻ | 3.7 | 80 – 84 | FIRST CLASS STANDING |
| B⁺ | 3.3 | 77 – 79 | |
| B | 3.0 | 73 – 76 | GOOD |
| B⁻ | 2.7 | 70 – 72 | |
| C⁺ | 2.3 | 67 – 69 | SATISFACTORY/MINIMAL PASS |
| C | 2.0 | 63 – 66 | |
| C⁻ | 1.7 | 60 – 62 | |
| D⁺ | 1.3 | 55 – 59 | FAIL |
| D | 1.0 | 50 – 54 | |
| F | 0.0 | 0 – 49 | FAIL |
| WF | 0.0 | 0 | FAIL, withdrawal after the deadline |

Note: As of September, 2012, the passing grade for courses taken within the Human Services Department is **C-** (1.7).

EXAMINATIONS: There will be one in class quiz.

STUDENT RESPONSIBILITIES:

The following responsibilities are highlighted as they apply directly to classroom climate.

EXAMINATIONS: There is no final exam for this course.

STUDENT RESPONSIBILITIES: The College expects students' conduct to be in accordance with basic rights and responsibilities. Refer to the College Admission Guide at <http://www.gprc.ab.ca/programs/calendar/> or <http://www.gprc.ab.ca/about/administration/policies/>

STATEMENT ON PLAGIARISM AND CHEATING:

Refer to the College Admission Guide at <http://www.gprc.ab.ca/programs/calendar/> or <http://www.gprc.ab.ca/about/administration/policies/>

These are serious issues and will be dealt with severely.

COURSE SCHEDULE/TENTATIVE TIMELINE:

| DATE | TOPIC | READING | ASSIGNMENT/TEST |
|----------|--|------------------------|---------------------------------|
| March 25 | Review course outline and assignments Workplace culture, climate and communication. | Ch: 9 Moodle Notes | |
| March 26 | Responding non-defensively to criticism. | Ch: 9 Moodle Notes | |
| April 1 | Dealing with conflict | Ch: 10 Moodle Notes | Gibb's Categories |
| April 2 | Dealing with conflict | Ch: 10 Moodle Notes | |
| April 8 | Communication and working in groups | Moodle Notes | Assertive Message Format |
| April 9 | Communication and working in groups | Moodle Notes | |
| April 15 | Communication and working in groups | | Working in Groups |
| April 16 | Exam | | Exam |

Although the instructor feels that all the material in the textbook is important and interesting, **limited class time prevents discussion of all the material covered in the text.** You are responsible for learning textbook material that is not discussed in class.