



## **DEPARTMENT HUMAN SERVICES**

### **COURSE OUTLINE – WINTER 2016**

**HS1203 A3 INTERPERSONAL COMMUNICATION IN THE WORKPLACE**

**– 1 (4-0-0) 16 Hours**

**INSTRUCTOR:** Cassandra Kostuk  
**OFFICE:** H203

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**OFFICE HOURS:** Tuesdays/Thursdays 3-4:30 p.m. or by appointment

**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.

**PREREQUISITE(S)/COREQUISITE:** HS1000

**REQUIRED TEXT/RESOURCE MATERIALS:** Ronald B. Adler, Judith A. Rolls, and Russell F. Proctor (2015) LOOK, Canadian Addition. Looking Out Looking In. (2<sup>nd</sup> Canadian Ed.). Scarborough, On: Nelson Education Ltd.

\*A journal or notebook that makes you smile, for personal introspection/reflection exercises 😊

**DELIVERY MODE(S):** Classes will consist of a combination of lecture, audiovisual experiences, group discussion and hands on experiential learning exercises. Guest speakers may also be included.

## **COURSE OBJECTIVES:**

This course intends to provide students with:

- An expansion of the interpersonal communication skills from HS1000
- Development of skills for more complex situations including conflict management and communication in the work environment.

## **LEARNING OUTCOMES:**

Upon completion of this course, learners will demonstrate:

1. The ability to identify and discuss factors that contribute to a positive or negative communication climate in work settings.
2. Application of communication skills to promote a positive communication climate.
3. The ability to discuss the significance of conflict in interpersonal and workplace relationships, communication factors that affect it, and methods of dealing with conflicts.
4. Effective use of communication skills to resolve a conflict situation while maintaining a positive communication climate.
5. The ability to discuss the role of communication in the workplace.
6. Knowledge and skills needed to become productive team members in the workplace.

## **TRANSFERABILITY:**

Please consult the Alberta Transfer Guide for more information

(<http://alis.alberta.ca/ps/tsp/ta/tbi/onlinesearch.html?SearchMode=S&step=2>)

**\*\* Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability**

## **EVALUATIONS:**

In Class Assignments:	25%	due daily throughout the course
Working in Groups Assignment:	30%	due April 7
Reflection Journal Entries:	25% (4 x 6.25% each)	due Mar 24, 31, Apr 7, 14
In Class Final Quiz:	20%	April 14

**ALL assignments MUST be completed and turned in to pass the course**

Submit your assignments on time. On time means at the end of class or, at the latest, 4:30pm on the due date.

It is the instructor's preference that students submit work type written in hard copy in class. Emailed assignments using GPRC email accounts will also be accepted. In class work will be submitted in handwritten form before the end of the class in which it assigned.

**GRADING CRITERIA:**

Please note that most universities will not accept your course for transfer credit **IF** your grade is **less than C-**. This means **DO NOT GET LESS THAN "C-" IF YOU ARE PLANNING TO TRANSFER TO A UNIVERSITY.**

**Important: In order to obtain credit for this course, students must achieve a minimum of a "C-"**

Alpha Grade	4-point Equivalent	Percentage Guidelines		Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	90-100		C+	2.3	67-69
A	4.0	85-89		C	2.0	63-66
A-	3.7	80-84		C-	1.7	60-62
B+	3.3	77-79		D+	1.3	55-59
B	3.0	73-76		D	1.0	50-54
B-	2.7	70-72		F	0.0	00-49

## **COURSE SCHEDULE/TENTATIVE TIMELINE:**

Room E304, Tuesdays/Thursday 1-2:50 PM

The following is subject to change based on the needs of the specific class/students. Additional materials other than the textbook may be handed out in class.

	<b>Date</b>	<b>Topic</b>	<b>Readings</b>	<b>Assignments/Quizzes Due Dates</b>
1.	March 22	Course Overview Review of HS1000 Communication & Relationship Dynamics	Chapter 8	
2.	March 24	Improving Communication Climates	Chapter 9	Reflection Journal Entry Due
3.	March 29	Improving Communication Climates	Chapter 9	
4.	March 31	Working in Groups	In class handouts	Reflection Journal Entry Due
5.	April 5	Managing Conflicts	Chapter 10	
6.	April 7	Managing Conflicts	Chapter 10	Working In Groups Assignment Due Reflection Journal Entry Due
7.	April 12	Identifying & Managing Stress	In class handouts	
8.	April 14	In Class Final Quiz		Quiz today Reflection Journal Entry Due

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.

## **STUDENT RESPONSIBILITIES:**

### **STATEMENT ON PLAGIARISM AND CHEATING:**

Cheating and plagiarism will not be tolerated and there will be penalties. For a more precise definition of plagiarism and its consequences, refer to the Student Conduct section of the College

Admission Guide at <http://www.gprc.ab.ca/programs/calendar/> or the College Policy on Student Misconduct: Plagiarism and Cheating at [www.gprc.ab.ca/about/administration/policies/](http://www.gprc.ab.ca/about/administration/policies/)\*\*

\*\*Note: all Academic and Administrative policies are available on the same page.

## **USE OF MOBILE DEVICES, LAPTOPS AND OTHER ELECTRONIC DEVICES DURING CLASS**

As research on learning shows, unexpected noises and movement automatically divert and capture people's attention, which means you are affecting everyone's learning experience if your cell phone, pager, laptop, etc. makes noise or is visually distracting during class. For this reason, I ask you to turn off your mobile devices during class. If there is a specific reason you need to have your mobile device turned on in class you may request permission in writing (i.e. sick child).

## **ABSENCES**

In the event that a student will be absent from class, it is the responsibility of the student to personally email or call the instructor BEFORE class time in order for the absence to be considered excused. All other forms of communication will be considered unexcused. It is the individual responsibility of the absent student to request information and materials from the instructor for any class time missed. If a student is not in class they will not have an opportunity to do in class tasks/assignments at another time. The instructor reserves the right to consider an absence excused and to alter this agreement in extenuating circumstances at her discretion.

## **COMMUNICATION WITH INSTRUCTOR**

Please use GPRC email accounts and create a habit of checking your email daily. This will be the main way the instructor communicates with students outside of class time. There are computers available for student use throughout the building. If you require assistance contact IT Help Desk (780) 539-2933/ [helpdesk@gprc.ab.ca](mailto:helpdesk@gprc.ab.ca), Room D3007. The instructor can also be contacted with by calling her office, meeting during office hours or scheduling an appointment.