

Justice Institute of British Columbia
COURSE OUTLINE

Course Code: FMGMT301
Course Title: Foundations of Effective Management and Leadership Part 3: The Leader's Role in Effective Employee Relations

Prerequisite Courses: FMGMT100 and FMGMT200, or FMGMT250

School: Community and Social Justice

Division/Academy/Centre: Centre for Leadership

Previous Course Code & Title:

Course First Offered: 2004

# of Credits:	1.0
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Course Description:

If you've ever had to manage employees with performance issues, you'll know how demanding and time-consuming it can be. Through practical exercises and case studies, this course will enable you to more effectively manage employee relations in both unionized and non-unionized workplaces. You'll get an overview of relevant employment and labour legislation, knowledge of relevant industry standards, the principles of due process, and the opportunity to apply it to workplace scenarios. The course focuses on specific guidelines and techniques to help you meet the challenge of dealing with performance.

Course Goal(s):

At the end of this 2-day, 14-hour program, the learner will be able to implement information, tools, policies and procedures to manage employee and labour relations effectively.

Learning Outcomes:

Upon successful completion of this course, the learner will be able to:

1. Discuss relevant employment, labour and privacy legislation and apply the legislation in their workplaces
2. Ascertain what reforms are required in their workplaces to comply with relevant legislation, potential consequences of non-compliance and access resources to assist them
3. Describe the collective bargaining process and apply the principles of collective agreement interpretation
4. Differentiate between culpable and non-culpable performance issues and describe how to deal with both
5. Describe and execute the discipline process from establishing "just cause", writing disciplinary letters, and conducting a disciplinary meeting

6. Resolve conflict and communicate effectively with difficult employees
7. Represent management at the first stage of the grievance procedure
8. Describe the necessary elements that must be present to ensure that disciplinary decisions meet the standard of proof required

Course Topics/Content:

- Management Rights
- Legislative Overview
- Privacy Laws
- Collective Bargaining
- Culpable vs. Non-culpable Conduct
- Discipline
- Just Cause
- Appropriate Discipline
- Disciplinary Letters
- Disciplinary Meetings
- Burden of Proof and Standard of Proof
- Grievance Meeting

Text and Resource Materials:

Use APA style; specify chapters where applicable. ([APA Style Guidelines](#))

Required:

- Management related articles
- Harassment policies, Collective Agreements
- Employee Standards Act
- Current legislation for Employee/Labour Relations
- Communication, conflict, and leadership instruments

Recommended:

Course Level:

	First Year		Second Year		Third Year		Fourth Year
	Graduate		Other (describe): Professional Path				

Equivalent Course(s) within the JIBC: None

Class Delivery Methods:

Delivery Methods	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion	7			
Simulation/Lab	7			
Practicum/Fieldwork				
Online				
Correspondence				
Total Class Hours	14			

Comments on Delivery Methods:

This course is participatory in nature and includes a variety of small group discussions and exercises, role plays, and large group discussion/lecture.

Course Grading System:

	Letter Grades		Percentage		Pass/Fail
	Complete/Incomplete		Attendance Only		

Passing Grade:	Pass
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Evaluation Activities and Weighting:

Final Exam	%	Assignments	%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	%	Other	%
Quizzes/Test	%	Simulations	%	Practicum	%	TOTAL	100%

Comments on Evaluation Activities and Weighting:

You must attend the full course to receive credit.

Other Course Guidelines, Procedures and Comments: None

View official versions of related JIBC academic regulations and student policies in the *JIBC Calendar* on the following pages of the JIBC website:

Academic Regulations:

<http://www.jibc.ca/programs-courses/jibc-calendar/academic-regulations>

Student Academic Integrity Policy
Academic Progression Policy
Admissions Policy
Academic Appeals Policy
Evaluation Policy
Grading Policy

Student Policies:

<http://www.jibc.ca/programs-courses/jibc-calendar/student-policies>

Access Policy
Harassment Policy – Students
Student Records Policy
Student Code of Conduct Policy

JIBC Core Competencies

The JIBC promotes the development of core and specialized competencies in its programs. Graduates of our programs will demonstrate high levels of competence in the following areas:

Critical thinking

Identify and examine issues and ideas; analyze and evaluate options in a variety of fields with differing assumptions, contents and methods.

Communication, oral and written

Demonstrate effective communication skills by selecting the appropriate style, language and form of communication suitable for different audiences and mediums.

Leadership

Inspire individuals and teams to reach their potential by embracing innovation through strategic thinking and shared responsibility.

Independent learning

Show initiative by acting independently in choosing effective, efficient and appropriate applied learning, research and problem solving strategies.

Problem solving

State problems clearly; effectively and efficiently evaluate alternative solutions; choose solutions that maximize positive and minimize negative outcomes.

Interpersonal relations

Know and manage oneself; recognize and acknowledge the needs and emotions of others including those with diverse backgrounds and capabilities.

Inter-professional teamwork

Understand and work productively within and between groups, respect others' perspectives and provide constructive feedback with special attention to inter-professional relationships.

Information literacy

Recognize and analyze the extent and nature of an information need; efficiently locate and retrieve information; evaluate it and its sources critically, and use information effectively and ethically.