



Justice Institute of British Columbia COURSE OUTLINE

Course Code:	FSS312
Course Title:	Public Sector and Non-Profit Management
Prerequisite Courses:	FSS110 Fire Service Supervision; FSS220 Organization Behaviour and Managing Change in the Fire Service
School:	Public Safety & Security
Division/Academy/Centre:	Fire & Safety Division
Previous Course Code & Title:	N/A
Course First Offered:	2007

# of Credits:	3.0
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Course Description:

This course focuses on the skills of effective managers in public and non-profit sector organizations and the interplay between management and key organizational processes such as planning, organizing, implementing and evaluating policies, programs and services. Management topics include: managerial work, interpersonal and leadership skills, power and influence, conflict resolution, formal and informal communications, motivation and teamwork. Managing organizational change is used as a way to connect manager behaviours and organizational processes.

Course Goal(s): FSS312 is intended to give the learner a wide-ranging, practical introduction to the management of people in organizations. The course content will focus on how the learner might respond to real life organizational problems which people face in achieving organizational and career objectives.

Learning Outcomes:

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

- Understand the nature of managerial work and how to develop appropriate managerial principles and behaviour guidelines to guide your actions
- Develop a personal action plan (leadership action plan) with guidelines which focuses on personal skills
- Develop guidelines for responding to interpersonal critical incidents
- Develop a competency framework with guidelines for improving personal, interpersonal or group processes

Course Topics/Content:

- Developing Self Awareness
- Creativity, Communications, Power & Influence
- Personal Principles for Managing Stress
- Conflict, Empowerment, Teams, Positive Change



Text and Resource Materials: Use APA style; specify chapters where applicable. ([APA Style Guidelines](#))

Required:

- Whette, D., Cameron, K. (2005). *Developing managerial skills*. 7th Ed. Prentice Hall.
- Online course manual.

Recommended:

Course Level:

	First Year		Second Year	X	Third Year		Fourth Year
	Other (describe):						

Equivalent Course(s) within the JIBC:

Class Delivery Methods:

Delivery Methods	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion				
Simulation/Lab				
Practicum/Fieldwork				
Online	42			
Correspondence				
Total Class Hours	42			

Comments on Delivery Methods:

Course Grading System:

X	Letter Grades		Percentage		Pass/Fail
	Complete/Incomplete		Attendance Only		

Passing Grade:	50%
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Evaluation Activities and Weighing:



Final Exam	%	Assignments	60%	Project	40%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	%	Other	%
Quizzes/Test	%	Simulations	%	Practicum	%	TOTAL	100%

Comments on Evaluation Activities and Weighing:

Other Course Guidelines, Procedures and Comments:

See UVic calendar – general student information and policies:
<http://web.uvic.ca/calendar2007/GI/index.html>

View the Justice Institute of BC Policies listed below at:

<http://www.jibc.ca/about-jibc/governance/policies>

Access Policy
Harassment Policy
Academic Integrity
Student Code of Conduct

Academic Appeals Policy
Intellectual Property Rights Policy
Research on Human Subjects: Ethics
Student Records