



Centre for Leadership and Community Learning COURSE OUTLINE

Division: Centre for Leadership and Community Learning
Program: Management Development for Community Settings
Course Code: **MDCS120**
Course Title: **Leading Through Effective Communications**
Course Effective Date:

Previous course code & title:

Required **Elective** **Credits: 1.0**

Total Course Hours (face-to-face): 14

Lab Hours (if any): NA

Practicum Hours (if any): NA

Delivery Method:

Face-to-face **Distance** **Online**

Prerequisites: **MDCS110**

Equivalent Course(s) within the JI:

Brief Description:

Workplace satisfaction surveys frequently highlight communication as the number one source of employee concern. To communicate more effectively, managers need to understand the nature of communication, and how to apply communication skills in specific situations. Participants will have opportunities to further develop skills in several management competency areas, such as active listening, delegation, motivation, coaching and conflict management. Through presentations, examples, questionnaires, case studies, and practice sessions, this module helps prepare managers to become better communicators at work.

Evaluation Profile: Attendance only Credit / No Credit
 Complete/Incomplete Pass/Fail
 Letter Grade % Grade

Passing Grade (if applicable): Credit granted

Evaluation Methods and Percentage of Total Grade:

100% attendance in all classes;

Active contribution in large and small group discussions and activities.

Self evaluation



Skills practice role plays

Completion of written project assignments for MDCS 245, MDCS 285, required for MDCS certificate. Each assignment will be graded on:

- Demonstrated understanding of the content and theory
- Compliance with the assignment requirements
- Provision of sufficient evidence and detail to support your opinions
- Originality, creativity and apparent personal effort
- The practicality of your recommendations
- Clarity of thought, communication and writing skills

Comments will be given on each assignment. However, there will not be a percentage mark assigned. If the assignment fails to meet the established criteria, you will be granted one opportunity to resubmit so that you can earn your certificate.

Learning Outcomes / Goals:

At the end of this 14 hour, 2 day program participants will leave this course with an overview of the nature of communication, the value of two-way communication, and key communication skills for a variety of leadership situations, including active listening, feedback, coaching and motivating; delegation; assertive communication; and dealing with conflict and challenging situations.

Learning Objectives:

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

Describe the impact of one-way and two-way communication at work.

Describe the steps in the communication process.

Demonstrate one's ability to listen actively to others.

Delegate tasks to employees more effectively.

Motivate employees to complete work assignments well.

Coach employees to improve their performance.

Practice skills in dealing effectively with workplace conflict.



Course Topics/Content:

The nature of the communication process

The value of two-way communication

Key communication skills, including: listening, helpful feedback, delegating, motivating and coaching.

Dealing with challenging situations, including conflict resolution and assertive communication.

Competencies required for the supervisory role

Supervision in human service organizations

One's own strengths and weaknesses in the supervisory role

Management and leadership styles

Situational leadership

Leadership practices inventory

Leadership versus management

Personal learning plan development.

Text and Resource Materials:

Required:

Recommended:

Miscellaneous handouts and articles

Comments and Course Policies:

Evaluations: Students who receive an incomplete mark for required assignment submissions will have one opportunity to resubmit. The resubmitted assignment must successfully address any concerns outlined in the feedback provided on the original submission.

Course outline changes: All changes to course outlines communicated to learners in class.

JI Policies refer to website:

www.jibc.bc.ca/studentsservices/main/academicsservices/policies.htm