



Centre for Leadership and Community Learning COURSE OUTLINE

Division: Centre for Leadership and Community Learning
Program: Management Development for Community Settings
Course Code: **MDCS 240**
Course Title: **MASTERING EFFECTIVE EMPLOYEE RELATIONS**
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: **MDCS110,120, 230**

Equivalent Course(s) within the JI:

Brief Description:

Mastering effective employee/management relations is one of the key roles of a successful leader. This course is designed to help participants develop a methodology for effective employee/management relations, specific to working in a community setting. Participants will have an opportunity to clarify existing policies and legal obligations such as collective agreements and employment standards that govern employee/management relations, and identify discrepancies between policies and practice; practice the skills required in an effective disciplinary process; explore the principles of clarity, consistency, and fairness that constitute due process; and, examine the legal and ethical responsibilities of the employer/manager regarding employee relations. Specific topics include the progressive discipline process, the application of the Employment Standards Act, collective agreements and WCB regulations.

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 2 day, 14 hour program, participants will be able to develop a methodology for effective employee/management relations, specific to working in a community setting.

Learning Objectives:

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

Identify the legal frameworks in both non-unionized and unionized work workplaces.

Apply the principles of ethical management.

Identify ways to create a positive work environment in a human resources and labour relations context.

Apply the principles of corrective instruction.

Demonstrate effective questioning skills.

Conduct a corrective instruction meeting and write letters of expectations.

Describe the difference between culpable and non-culpable behaviour.

Apply the steps of progressive discipline.

Determine just cause and appropriate discipline.

Conduct a disciplinary interview and meeting and write a disciplinary letter.



Address non-culpable performance issues.

Document corrective instruction and disciplinary action.

Identify the standard of proof and burden of proof in disciplinary cases.

Identify the discipline appeal procedures available to unionized and non-unionized employees.

Course Topics/Content:

Ethical management and a positive work environment

Legislation applicable to both unionized and non-unionized workplaces

Employee performance issues.

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