



Centre for Leadership and Community Learning COURSE OUTLINE

Division: Centre for Leadership and Community Learning
Program: Individual Management/Leadership Electives
Course Code: **MGMT 105**
Course Title: **To Tell The Truth: Dealing With Negativity in the Workplace**

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: **None**

Equivalent Course(s) within the JI:

Brief Description:

This course addresses one of the most pressing concerns in any work environment: what to do about the chronically negative, difficult, or challenging employee, colleague, or boss. This course explores the symptomatology of negative behaviour and offers concrete tools to enable participants to create a "risk-free" zone within themselves for speaking the truth about the situation. Participants will identify the emotional, mental, and physical consequences of not addressing negativity in the workplace; demonstrate strategies for reducing the risks of speaking openly and truthfully; identify the barriers to implementing these strategies; and develop an action plan for success. The course is highly interactive and involves individual work as well as small- and large-group participation.

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

Role plays

Learning Outcomes / Goals:

At the end of the 14 hour, 2 day program participants will have tools and techniques for addressing difficult situations at work by speaking truthfully and openly.

Learning Objectives:

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

Describe the symptoms, behaviours and impacts of negativity in the workplace

Identify the main fears and perceived risks of speaking openly and truthfully at work

Identify the emotional, mental and physical consequences of not addressing workplace negativity

Reflect on (and record privately) your own personal, and often unconscious, strategies for dealing with negativity

Demonstrate three strategies for reducing the risk (and the perception of risk) of speaking openly and truthfully.

Identify the barriers to putting the risk-reducing strategies into action

Develop an action plan for overcoming these barriers

Course Topics/Content:

Impact/motives/symptomology of negative person

Principles of dialogue

The cycle of perception

Breaking into the cycle—managing ourselves, rewiring our neural pathways

Tools of effective communication

Appreciative Inquiry - questions

A recipe for telling the truth



Text and Resource Materials:

Required:

Recommended:

Comments and Course Policies:

Evaluations:

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

Jl Policies refer to website:

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