

Justice Institute of British Columbia
COURSE OUTLINE

Course Code: MGMT134
Course Title: Workplace Communications: It's All About You

Prerequisite Courses: None
School: Community and Social Justice
Division/Academy/Centre: Centre for Leadership
Previous Course Code & Title:
Course First Offered: October 2004

# of Credits:	1.0
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Course Description:

Miscommunication is a key factor affecting business productivity and personal growth. Understanding the impact of positive and negative energy in a workplace is vital to succeeding as an employee on the front line, in mid-management, or in a senior position. Learn to divert time spent on personal issues to time spent on business productivity and career enjoyment. Apply learned techniques to reduce overreaction or feelings of being overwhelmed. Set healthy, professional boundaries; develop an inclusive approach to communication to improve the flow of information and reduce administrative redundancy; and improve skills and efficiencies in email and on the phone.

Course Goal(s):**Learning Outcomes:**

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

1. Maintain a sense of self-control and detachment under stressful conditions
2. State the basic principles behind miscommunication
3. Describe and demonstrate how to reduce overwhelm and overreaction during communication
4. Set healthy and professional boundaries
5. Describe how to approach various personality styles
6. Describe how perceptual shifts in attitude can produce immediate results
7. Demonstrate improved skills and efficiencies in standard communications
8. Demonstrate personal responsibility and self mastery as an advantage in communications

Course Topics/Content:

- Why miscommunications occur
- How people react to miscommunications
- How the learner reacts to miscommunication
- The assessment of “office archetypes” and behaviour models
- How we are evaluated in communications
- The difference between familiarity and professionalism
- The 4 major pitfalls in communication and how we can avoid them
- Setting healthy relationship boundaries

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

Required:

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: Some courses are delivered using a range of methods within one class (course section) or alternative methods in different classes. Please outline the most common delivery options used for this course. The total class hours should be the same for each option.

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, role plays, and large group discussion/lecture.

Course Grading System:

	Letter Grades		Percentage		Pass/Fail
	Complete/Incomplete		Attendance Only		
Passing Grade:		Pass			

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.