

Justice Institute of British Columbia COURSE OUTLINE

Course Code: MGMT 170

Course Title: Body Language At Work: Advanced Techniques

Prerequisite Courses: None

Sponsoring Division:

Previous Course Code & Title:

Course Effective Date:

# of Credits:	
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Course Description: Many of us are unaware of the true impact we have on others through our non-verbal communication. With every subtle gesture we are sending strong signals through our body language. Become aware of your personal style; what works for you and what doesn't. Learn to use non-verbal nuances to your advantage and handle a wide range of professional situations with greater ease and confidence. Topics include an advanced understanding of facial expression, eye contact, professional greetings, negotiations, confrontations and non-verbal telephone etiquette. An excellent course for those involved in presentations, negotiations, confrontations and interviews.

Course Goal(s): To enhance self-awareness of the non-verbal style we adopt in the workplace, and promote skills that allow us to maximize effective communication behaviours. Be better prepared to deal with situations that include presentations, negotiations, confrontations and interviews (as either interviewer and interviewee).

Course Learning Objectives:

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

- (i) Have a clearer understanding of their own non-verbal signals, style and tendencies – being aware of what works well for them, and what areas may benefit from improvement.
- (ii) Identify behaviours in others that may act as 'triggers' or subtle cues that lead to the formation of stereotypes, discrimination or 'knee jerk' responses. This allows us to become more mindful of the fact that these subtle non-verbal cues – when observed consciously – can carry less 'charge' and thus not inevitably lead to conflict.
- (iii) Handle a wide range of professional situations with greater ease, confidence and awareness.

Course Topics/Content:

Topics include:

- (i) Facial expression – first impressions at work
- (ii) Eye contact as 'punctuation' in meetings and negotiations
- (iii) Gestures, emphasis and cultural sensitivity in the workplace

- (iv) Proximity, Touch and the art of boundary setting in the office
- (v) Dealing constructively with anger – yours and others – through non-verbal feedback
- (vi) Asking questions, answering questions: non-verbal insights to being 'on the spot'

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

Required: None

Recommended: None

Course Level:

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

Equivalent Course(s) within the JIBC:

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				
Simulation/Lab				
Practicum/Fieldwork				
Online				
Correspondence				
Total Class Hours				

Comments on Delivery Methods: Highly interactive, experiential and lots of in-class exercises.

Related Program(s): (where applicable)

Credit Transfer exists at: (List Institutions with official transfer agreements and name equivalent courses)

Course Grading System:

Check the system that applies to this course:

	Letter Grades		Percentage		Pass/Fail		Credit/No Credit
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	Complete/Incomplete	Attendance Only	Not Applicable
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Passing Grade:	
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JIBC Standard Grading Scale for Letter, Grade Point and % Grades:

Letter Grade	Grade Points	% Range
A+	4.33	90-100
A	4.00	85-89
A-	3.67	80-84
B+	3.33	76-79
B	3.00	72-75
B-	2.67	68-71

Letter Grade	Grade Points	% Range
C+	2.33	64-67
C	2.00	60-63
C-	1.67	56-59
D	1.00	50-55
F	0.00	0-49

Evaluation Activities and Weighing: (complete the %'s which apply – total must equal 100%)

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

Comments on Evaluation:

Other Course Guidelines, Procedures and Comments:

View the Justice Institute of BC Policies listed below at:

<http://www.jibc.bc.ca/studentServices/main/AcademicServices/policies.htm>

Access Policy
Harassment Policy
Prior Learning Assessment Policy
Student Code of Conduct

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