

Justice Institute of British Columbia
COURSE OUTLINE

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| Course Code: | MGMT182 |
| Course Title: | More Than Words: Understanding Body Language |
| Prerequisite Courses: | None |
| School: | School of Community and Social Justice |
| Division/Academy/Centre: | Centre for Leadership |
| Previous Course Code & Title: | N/A |
| Course First Offered: | September 2009 |

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| # of Credits: | 1 |
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Course Description: This activity-driven course aims to increase levels of self-awareness and maximize communication effectiveness, impact and finesse with the North American workplace context in mind. The goal of this course is to elevate your awareness of non-verbal communication skills to the same level as spoken communication and listening skills. This course is not about learning a replacement set of communication skills, but rather to embrace a complementary range of skills.

Course Goal(s): This course will help you improve your professional relationships and effectiveness by increasing your ability to understand and apply the skills of non-verbal communication.

Learning Outcomes:

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

1. Understand non-verbal communication skills for negotiation and presentation scenarios
2. Understand non-verbal communication skills in a cross cultural context
3. Identify non-verbal communication skills that influence others
4. Demonstrate subtle interview skills
5. Demonstrate active listening
6. Analyze the impact that verbal non-communication has on making a first impression
7. Apply non-verbal communication skills in workplace and personal settings

Course Topics/Content:

- Facial expression
- Eye contact
- Physical distance and touch
- Dominant vs. submissive behavior
- Paralanguage (non-verbal aspects of speech)
- Forensics (communicating to larger audiences)
- Interviewing and meeting skills

Text and Resource Materials: None

Required:

Recommended:

Course Level:

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|---|------------|--|-------------------|--|------------|--|-------------|
| X | First Year | | Second Year | | Third Year | | Fourth Year |
| | Graduate | | Other (describe): | | | | |

Equivalent Course(s) within the JIBC:

Class Delivery Methods:

| 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 highly interactive and experiential in nature.

Course Grading System:

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|--|---------------------|--|-----------------|---|-----------|
| | Letter Grades | | Percentage | X | Pass/Fail |
| | Complete/Incomplete | | Attendance Only | | |

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| Passing Grade: | |
|-----------------------|--|

Evaluation Activities and Weighting:

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

Comments on Evaluation Activities and Weighting: Learners must attend the full course in order to receive credit.

Other Course Guidelines, Procedures and Comments:

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.

Problem solving

State problems clearly; effectively and efficiently evaluate alternative solutions; choose solutions that maximize positive and minimize negative outcomes.

Communication, oral and written

Demonstrate effective communication skills by selecting the appropriate style, language and form of communication suitable for different audiences and mediums.

Interpersonal relations

Know and manage oneself; recognize and acknowledge the needs and emotions of others including those with diverse backgrounds and capabilities.

Leadership

Inspire individuals and teams to reach their potential by embracing innovation through strategic thinking and shared responsibility.

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.

Independent learning

Show initiative by acting independently in choosing effective, efficient and appropriate applied learning, research and problem solving strategies.

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.