

DEPARTMENT of Education

COURSE OUTLINE –Spring 2024

HS1203 (EC): Interpersonal Communication in the Workplace – 1 (1-0-0) 15 Hours for 15 Weeks

Northwestern Polytechnic acknowledges that our campuses are located on Treaty 8 territory, the ancestral and present-day home to many diverse First Nations, Metis, and Inuit people. We are grateful to work, live and learn on the traditional territory of Duncan's First Nation, Horse Lake First Nation, and Sturgeon Lake Cree Nation, who are the original caretakers of this land.

We acknowledge the history of this land, and we are thankful for the opportunity to walk together in friendship, where we will encourage and promote positive change for present and future generations.

INSTRUCTOR: Ashley Sales
OFFICE: ONLINE

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OFFICE HOURS: Any time after 8am or before 5:30 pm Monday – Friday

CALENDAR DESCRIPTION: This course builds on the interpersonal communication skills from HS1000 and applies them to the development of skills for more complex situations including conflict management and communication in the work environment.

PREREQUISITE(S)/COREQUISITE: HS1000

REQUIRED TEXT/RESOURCE MATERIALS: Adler, R.B., Proctor, Rolls, J. A. & Russell F. Proctor II (2020) LOOK: Looking Out Looking In. (4th Canadian Ed.). Scarborough, Ontario: Nelson

DELIVERY MODE(S): Online

LEARNING OUTCOMES:

Upon completion of this course, the student will:

1. Identify and discuss factors that contribute to a positive or negative communication climate in work settings.
2. Apply communication skills to promote a positive communication climate.
3. Discuss the significance of conflict in interpersonal and workplace relationships, communication factors that affect it, and methods of dealing with conflicts.
4. Demonstrate the use of communication skills to resolve a conflict situation while maintaining a positive communication climate.
5. Discuss the role of communication in the workplace.
6. Develop knowledge and skills to become productive team members in the workplace

TRANSFERABILITY:

Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at the Alberta Transfer Guide main page <http://www.transferalberta.alberta.ca>.

**** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability.**

EVALUATIONS:

- 15% Learning Activities
- 15% Assignment #1
- 20% Assignment #2
- 25% Assignment #3
- 25% Quiz

GRADING CRITERIA:

Please note that most universities will not accept your course for transfer credit IF your grade is less than C-.

Grading Chart for courses with Alpha Grading:

Alpha Grade	4-point Equivalent	Percentage Guidelines	Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	95-100	C+	2.3	67-69
A	4.0	85-94	C	2.0	63-66
A-	3.7	80-84	C-	1.7	60-62
B+	3.3	77-79	D+	1.3	55-59
B	3.0	73-76	D	1.0	50-54
B-	2.7	70-72	F	0.0	00-49

COURSE SCHEDULE/TENTATIVE TIMELINE:

MODULE	TOPIC	ASSIGNED WORK
Welcome!	Course Outline Introduction	<ul style="list-style-type: none"> Introduce Yourself Due May 17 *Formative*
Module 1	Course Outline Introduction Review Chapter 3	<ul style="list-style-type: none"> Read Chapter 3 Learning Activity #1: Practicing Perception Checking Due May 17th
Module 2	Communication and Relational Dynamics	<ul style="list-style-type: none"> Read Chapter 8 Assignment #1: Gottman Discussion Due June 2
Module 3	Communication Climates	<ul style="list-style-type: none"> Read Chapter 9 Learning Activity #2: Evaluating

		<ul style="list-style-type: none"> • Communication Climates Due June 7 • Learning Activity #3: Assertive Messaging Due June 14 • Assignment #2: Assertive Messaging Due June 21
Module 4	Conflict Management	<ul style="list-style-type: none"> • Read Chapter 10 • Learning Activity #4: Conflict Styles Due June 28
Module 5	Group Dynamics	<ul style="list-style-type: none"> • Reading material is embedded within module 5. No reading required from textbook for this module. • Assignment #3: Case Study Due July 19th
Module 6	Stress Management	<ul style="list-style-type: none"> • Reading material is embedded within module 6. No reading required from textbook for this module. • Learning Activity #5: My Personality Type Due August 2nd
Module 7	Final Exam	<ul style="list-style-type: none"> • Final Exam Due August 22

STUDENT RESPONSIBILITIES:

- **Student Writing:** To synthesize the information learned in class, and to enhance your learning, it's important that you do your own writing, without using Chat-GPT or any other AI or language bot. Assignments found to have

been created using AI/bots will not be graded. Whether students are permitted to rewrite/resubmit these assignments is at the instructor's discretion. AI-written papers may be subject to further penalties under the Student Rights and Responsibilities policy. Additional penalties may also be applied to your participation grade.

- **Grades:** Although it is not impossible to receive a 100% on a major assignment, the likelihood is very small. I believe we are never done learning and reaching 100% means there is no room for improvement. Please understand that I am more interested in your learning than your grades, as you should be too.
- **Late Penalty:** Unless arrangements have been made with the instructor prior to the due date, late assignments will be **docked 5% per day**. If the assignment is not received within **10 days** of the due date, a grade of **0** will be given.
- **Preferred Names and Pronouns:** If you would like to be called a by a different name, abbreviation, or nickname, please let me know. Same applies to pronouns. I am more than willing to accommodate your choices, however, please remember I am human and will do my best to remember and honor your choices.
- **Communication:** Please keep communication lines open. Email me with any questions seek and let me know if you are struggling with class content. I am more than willing to help you in your learning so you can soak up all that there is to learn. However, I cannot help you if I do not know you need help. Communication is key!

STATEMENT ON ACADEMIC MISCONDUCT:

Academic Misconduct will not be tolerated. For a more precise definition of academic misconduct and its consequences, refer to the Student Rights and Responsibilities policy available at <https://www.nwpolytech.ca/about/administration/policies/index.html>.

**Note: all Academic and Administrative policies are available on the same page.