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| Course Code: | LEAD-1334 |
| Short Title: | Workplace Communications |
| Long Title: | Workplace Communications: It's All About You |
| Prerequisites: | None |
| Co-requisites: | N/A |
| School: | School of Healthy, Community and Social Justice |
| Division/Academy/Centre: | Centre for Leaderships |
| Previous Code & Title: | MGMT134 – Workplace Communications: It's All About You |
| Course First Offered: | October 2004 |

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| 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 Goals

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 & Resource Materials

Use APA style; specify chapters where applicable. ([APA Style Guidelines](#))

Equivalent JIBC Courses

| Instructional Method(s) <i>(select all that apply)</i> | Hours |
|----------------------------------------------------------------------------------------------------------------|-------|
| <input checked="" type="checkbox"/> Direct Instruction (lecture, seminar, role plays, independent study, etc.) | 7 |
| <input checked="" type="checkbox"/> Supervised Practice (includes simulations & labs) | 7 |
| <input type="checkbox"/> Practice Education, Field Placement, Internship or Co-op | |
| Total | 14 |

Course Evaluation

The evaluation criteria used for this course are represented below. Specific course evaluation information will be provided by the instructor at the start of the course.

| Criterion | % of Final Grade <i>(may be represented as a range)</i> |
|--------------------------------------------------------------|------------------------------------------------------------|
| Course work (activities, assignments, essays, reports, etc.) | |
| Quizzes and exams | |
| Simulations/Labs | |
| Attendance/Participation (in class or online) | |
| Practice Education/Internships | |
| Total | 100% |

Comments on Evaluation

Course Grading Scheme*

- JIBC1 (A to F)
 JIBC2 (MAS/NMA)
 JIBC3(CM/IN)
 JIBC4 (P/F)

(* <http://www.jibc.ca/policy/3304> Grading policy)

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/about-jibc/governance/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.
- Globally minded:** Self-aware of own identity and culture, recognize the interconnectedness of world events and issues; interact respectfully and authentically across cultures; value multiple perspectives; utilize curiosity to learn with and from others.
- 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 ourselves; recognize and acknowledge the needs and emotions of others including those with diverse cultures, 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.