

A: Division: **INSTRUCTIONAL** Date: **JUNE 1996**
 B: Faculty: **COMMERCE AND BUSINESS ADMINISTRATION** New Course:
 Program: **ADMINISTRATIVE MANAGEMENT** Revision of Course Information form: **JUNE 1991**
 C: **BUSN 310** D: **ORGANIZATIONAL MANAGEMENT SKILLS** E: **3**

Subject & Course No.

Descriptive Title

Semester Credit

F: Calendar Description: This course enables a student to develop necessary skills in preparation for a career in organizational management. By learning and practicing personal skills, interpersonal skills, and group skills, students can acquire critical management skills, including communications, motivation, delegation, managing conflict, gaining power and influence, problem solving, stress management, and team building.

Summary of Revisions:

1996-06 Sections: D,F,L,M,N,O,P,Q,R

G: Type of instruction: Hrs per week

Lecture:	1	Hrs.
Laboratory:		Hrs.
Seminar:	3	Hrs.
Clinical Experience:		Hrs.
Field Experience:		Hrs.
Practicum:		Hrs.
Shop:		Hrs.
Studio:		Hrs.
Student Directed Learning:		Hrs.
Other (Specify)		
Total:	4	Hrs.
Semester Total (4 x 15wks):	60	Hrs.

H: Course Prerequisites:
BUSN 210

I: Course Corequisites:
nil

J: Course for which this Course is a Prerequisite:
BUSN 410

K: Maximum Class Size:
35

L: College Credit Transfer	<input checked="" type="checkbox"/>
College Credit Non-Transfer	<input type="checkbox"/>
Non-Credit	<input type="checkbox"/>

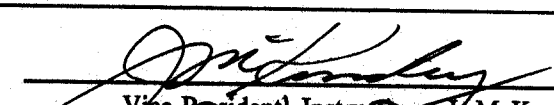
M: Transfer Credit:	Requested:	<input checked="" type="checkbox"/>
	Granted:	<input type="checkbox"/>

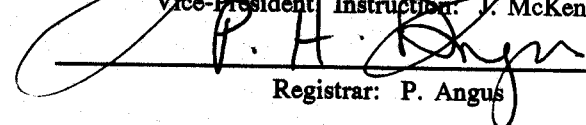
Specify Course Equivalents or Unassigned Credit as appropriate:

BCOU **ADMIN 320**
 SFU **BUS 272**
 UBC **COMM 292**
 UNBC **COMM 230**
 UVIC **COM 205, COM 220**
 Other:


 Course Designer(s): R. Mackinnon


 Dean: J. Sater


 Vice-President Instruction: J. McKendry


 Registrar: P. Angus

N: TEXTBOOKS AND MATERIALS TO BE PURCHASED BY STUDENTS

Whetten, David A. and Kim S. Cameron. Developing Management Skills, Latest Ed.
New York: Harper Collins.

O: COURSE OBJECTIVES

The student will be able to:

1. demonstrate an understanding of and apply such personal management skills as developing self awareness, managing stress and solving problems.
2. demonstrate an understanding of and apply such interpersonal management skills as communication, both oral and written, gaining power and exerting influence, motivation, and managing conflict.
3. demonstrate an understanding of and apply such group management skills as empowerment and delegation and team building.
4. practice and integrate the above skills through using case studies and experiential exercises and activities, with an emphasis on interpersonal interaction.

P: COURSE CONTENT

1. Introduction—the critical role of management skills in business.
2. Personal Skills:
 - . Developing self awareness—cognitive style, attitude toward change, interpersonal orientation.
 - . Managing stress—managing time, major elements of stress, managing stress, eliminating stressors, developing resiliency, stress reduction techniques.
 - . Solving problems—creativity, innovation, rational problem solving, impediments to creative problem solving.
3. Interpersonal Skills:
 - . Communicating—supportive communication, communication styles, coaching and counselling.
 - . Applying communication skills—making oral and written presentations, conducting interviews.
 - . Gaining power and influence—definition of power, gaining organizational power, transforming power into influence.
 - . Motivating—diagnosing performance problems, enhancing the abilities of others, creating a motivating environment.
 - . Managing conflict—diagnosing the sources of conflict, conflict response alternatives,

resolving conflict.

4. Group Skills:

- . Empowering and Delegating—definition of empowerment, development of empowerment, delegating work.
- . Team building—definition of teamwork, stages of team development, conducting team meetings.

Q: METHOD OF INSTRUCTION

1. Lectures
2. Group case studies—analysis and presentation, both written and oral
3. Group experiential exercises

R: COURSE EVALUATION

Term exams (2)	40%
Case Studies (2)	30%
Oral presentation	10%
Participation	<u>20%</u>
	<u>100%</u>