



EFFECTIVE: SEPTEMBER 2004
CURRICULUM GUIDELINES

A. Division: **Instruction** Effective Date: **September 2004**

B. Department / **Commerce & Business Admin.** Revision New Course
 Program Area:
 If Revision, Section(s) **C,H,J**
 Revised:
 Date of Previous Revision: **June 1996**
 Date of Current Revision: **September 2004**

C: **BUSN 3310** **D:** **ORGANIZATIONAL MANAGEMENT** **E: 3**
SKILLS

Subject & Course No.	Descriptive Title	Semester Credits						
<p>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, managing change and team building.</p>								
<p>G: Allocation of Contact Hours to Type of Instruction / Learning Settings</p> <p>Primary Methods of Instructional Delivery and/or Learning Settings:</p> <p>Lectures and Seminars</p> <p>Number of Contact Hours: (per week / semester for each descriptor)</p> <p>Lecture: 1 Seminar: 3 Total: 4</p> <p>Number of Weeks per Semester:</p> <p>15 Weeks X 4 Hours per Week = 60 Hours</p>	<p>H: Course Prerequisites:</p> <p>BUSN 1210</p>							
	<p>I: Course Corequisites:</p> <p>Nil</p>							
	<p>J: Course for which this Course is a Prerequisite</p> <p>BUSN 4410</p>							
	<p>K: Maximum Class Size:</p> <p>35</p>							
<p>L: PLEASE INDICATE:</p> <table style="width: 100%;"> <tr> <td style="width: 50px;"><input type="checkbox"/></td> <td>Non-Credit</td> </tr> <tr> <td><input type="checkbox"/></td> <td>College Credit Non-Transfer</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>College Credit Transfer:</td> </tr> </table> <p>SEE BC TRANSFER GUIDE FOR TRANSFER DETAILS (www.bccat.bc.ca)</p>			<input type="checkbox"/>	Non-Credit	<input type="checkbox"/>	College Credit Non-Transfer	<input checked="" type="checkbox"/>	College Credit Transfer:
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<input checked="" type="checkbox"/>	College Credit Transfer:							

<p>M: Course Objectives / Learning Outcomes The student will be able to:</p> <ol style="list-style-type: none"> 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>N: Course Content:</p> <ol style="list-style-type: none"> 1. Introduction—the critical role of management skills in business. 2. Personal Skills: <ul style="list-style-type: none"> . 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: <ul style="list-style-type: none"> . 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: <ul style="list-style-type: none"> . Empowering and Delegating—definition of empowerment, development of empowerment, delegating work. . Team building—definition of teamwork, stages of team development, conducting team meetings. 										
<p>O: Methods of Instruction</p> <ol style="list-style-type: none"> 1. Lectures 2. Group case studies—analysis and presentation, both written and oral 3. Group experiential exercises 										
<p>P: Textbooks and Materials to be Purchased by Students</p> <p>Whetten, David A. and Kim S. Cameron. <u>Developing Management Skills</u>, Latest Ed. New York: Harper Collins.</p>										
<p>Q: Means of Assessment</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding-left: 20px;">Term exams (2)</td> <td style="text-align: right;">40%</td> </tr> <tr> <td style="padding-left: 20px;">Case Studies (2)</td> <td style="text-align: right;">30%</td> </tr> <tr> <td style="padding-left: 20px;">Oral presentation</td> <td style="text-align: right;">10%</td> </tr> <tr> <td style="padding-left: 20px;">Participation</td> <td style="text-align: right;"><u>20%</u></td> </tr> <tr> <td></td> <td style="text-align: right;"><u>100%</u></td> </tr> </table>	Term exams (2)	40%	Case Studies (2)	30%	Oral presentation	10%	Participation	<u>20%</u>		<u>100%</u>
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R: Prior Learning Assessment and Recognition: specify whether course is open for PLAR

No

Course Designer(s): Laurel Donaldson

Education Council / Curriculum Committee
Representative
Laura Byrne

Dean / Director: Rosilyn G. Coulson

Registrar: Trish Angus

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