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| **Email:** rizkz@linnbenton.edu | **Class Room:** T-119 |
| **Office:** MKH-110 | **Class Day/Time:** TR at 2:00 pm |
| **Phone:** 541-917-4273 | **Office Hours:** TTH @ 1:00 pm |

**Course Description and Objectives:**

This course presents the interpersonal skills that are so important in the modern workplace. Topics include communicating effectively, appropriate business place behavior and etiquette, teamwork, conflict resolution, work ethics, creative thinking/problem solving, interviewing skills, and personal management. Students will gain awareness of individual work styles and how to work effectively with people with different styles in a diverse workplace. Class activities and assignments will stress practical application of skills.

**Required Course Materials:**

* Textbook: Human Relation: Interpersonal Job-Oriented Skills, 12th ed., DuBrin Pearson/Prentice Hall. ISBN-10 0133506827.
* Textbook: The Golden Personality Type profiler, Pearson/Prentice Hall. ISBN-10 0137066546.
* NOTE: The LBCC bookstore has a bundle with both textbooks. ISBN-10 0134167341.

**Learner Outcomes:**

1. Explain what interpersonal skills are and why they are critical for your IT, or any other, career.
2. Identify and understand your personality type, strength, growth opportunities, communication style, motivators and learning style.
3. Develop strategies to improve and refine your interpersonal skills.
4. Explain the importance of teamwork and the needed skills to become an effective team player.
5. Understand the sources of interpersonal conflicts and explain the conflict-management styles.
6. Demonstrate workplace etiquette including appropriate attire, etc.
7. Explain the basic job search and career management skills.

**Grades:**

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| **Quizzes/Assignments/Exams** | **Weight** | |
| 13 Quizzes – drop lowest quiz. | 25% | |
| 10 Assignments – drop lowest assignment. | 25% | |
| Midterm Exam | 15% | |
| Final Exam | 15% | |
| Participation (2% points for each day missed).  IMPORTANT: If you miss 10 or more classes, you’ll automatically fail this course! No matter what the circumstances! | 20% | |
| TOTAL | 100% | |
| **Grades:**  A grade of “C” or higher is considered passing. | A: 90-100%  B: 80-89%  C: 70-79%  D: 60-69%  F: < 60% | P: >= 70%  NP: < 70% |

**Instructor and Student Responsibilities:**

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| **Instructor Responsibilities** | **Student Responsibilities** |
| I commit to starting all classes on time. | You agree to attend all classes and to comply with college code of conduct. |
| I commit to showing up to class prepared. | You agree to actively participate in class discussions and exercises. |
| I commit to balancing class time between lecture and hands-on exercises. | You agree to spend an average of 4 hours per week on readings and assignments outside of class (see Moodle for details). |
| I commit to holding published office hours. | You agree to complete all readings and course assignments on time (due on Sunday night). |
| I commit to responding to your email within 24 hours (no voice mail please). | You agree to collaborate professionally with fellow students on the class project. |
| I commit to grading assignments within 3 days (after due date). |  |
| If I'm unable to come to a class, I commit to doing my best to find a substitute instructor while keeping you up-to-date. |  |

**Academic Honesty:**

Helping, or being helped by, another student during an exam will be considered a breach of academic honesty and is grounds for receiving a zero grade and/or failing the course among other possible remedies.

**Classroom Conduct:**

* Please silence cell phones and do not use during class.
* Please do not bring other electronic devices to class including laptops, iPods, iPads, etc.
* No food or drink in the classroom.
* Please respect the learning environment of others and keep distractions to a minimum.

1. **Time management**: The ability to plan ahead, start assignments early, ask for needed help early, and submit assignments according to specifications and on time.
2. **Patience**: The ability to look calmly at a problem, analyze how to solve it, and concentrate on its solution.
3. **Skill in analytical and logical problem-solving**: A genuine liking for solving puzzles, and satisfaction in having done your best work to produce a solution.
4. **A sense of humor**: Working with computers humbles a person every day. Learn not to take it personally!

**LBCC Center for Accessibility Resources:**

Students who may need accommodations due to documented disabilities, or who have medical information which the instructor should know, or who need special arrangements in an emergency, should speak with the instructor during the first week of class. If you believe you may need accommodations, but are not yet registered with CFAR, please go to <http://linnbenton.edu/cfar> for steps on how to apply for services or call 541-917-4789.

**LBCC Comprehensive Statement of Nondiscrimination:**

LBCC prohibits unlawful discrimination based on race, color, religion, ethnicity, use of native language, national origin, sex, sexual orientation, gender, gender identity, marital status, disability, veteran status, age, or any other status protected under applicable federal, state, or local laws. For further information see Board Policy P1015 in our [Board Policies and Administrative Rules](http://linnbenton.edu/42145BA0-3DCC-11E3-AA36782BCB47BBE7). Title II, IX, & Section 504: Scott Rolen, CC-108, 541-917-4425; Lynne Cox, T-107B, 541-917-4806, LBCC, Albany, Oregon. To report: [linnbenton-advocate.symplicity.com/public report](http://linnbenton-advocate.symplicity.com/public_report).

**LBCC Statement of Inclusion:**

The LBCC community is enriched by diversity. Each individual has worth and makes contributions to create that diversity at the college. Everyone has the right to think, learn, and work together in an environment of respect, tolerance, and goodwill (related to Board Policy #1015).

**Course Schedule**

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| Week | Activity | Due |
| Week-1  April 1 | \*\*\* Monday, April 1 is LBCC InService Day = No School \*\*\*   * Welcome, introductions, scope & set clear expectations * Chapter 1 – A Frame for Interpersonal Skill Development * Chapter-1 Assignment * Chapter-1 Quiz | Apr 7  @ 11:55 pm |
| Week-2  Apr 8 | * Chapter-2 – Understanding Individual Differences * Complete The Golden Personality Style Profiler assignment (more about this in class) * Chapter-2 Assignment * Chapter-2 Quiz | Apr 14  @ 11:55 pm |
| Week-3  Apr 15 | * Wrap-up The Golden Personality Style Profiler section * Chapter-3 – Building Self-Esteem and Self-Confidence * Chapter-3 Assignment * Chapter-3 Quiz | Apr 21  @ 11:55 pm |
| Week-4  Apr 22 | * Chapter-4 – Interpersonal Communications * Chapter-5 – Interpersonal Skills for the Digital World * Chapter-4-5 Assignment * Chapter-4 Quiz * Chapter-5 Quiz | Apr 28  @ 11:55 pm |
| Week-5  Apr 29 | * Chapter-6 – Develop Teamwork Skills * Chapter-7 – Group Problem Solving and Decision Making * Chapter-6-7 Assignment * Chapter-6 Quiz * Chapter-7 Quiz | May 5  @ 11:55 pm |
| Week-6  May 6 | * Chapter-8 – Cross-Cultural Relations and Diversity * Chapter-8 Assignment * Chapter-8 Quiz * Midterm Exam (must be in class)   + Chapters 1, 2, 3, 4, 5, 6 & 7 | May 12  @ 11:55 pm |
| Week-7  May 13 | * Chapter-9 – Resolving Conflict with Others * Chapter-9 Assignment * Chapter-9 Quiz | May 19  @ 11:55 pm |
| Week-8  May 20 | * Chapter-13 – Positive Political Skills * Chapter-14 – Customer Satisfaction Skills * Chapter-13-14 Assignment * Chapter-13 Quiz * Chapter-14 Quiz | May 26  @ 11:55 pm |
| Week-9  May 27 | \*\*\* Monday, May 27 is Memorial Day = Holiday \*\*\*   * Chapter-16 – Stress Management and Personal Productivity * Chapter-16 Assignment * Chapter-16 Quiz | June 2  @ 11:55 pm |
| Week-10  June 3 | * Chapter-17 – Job Search and Career Management * Chapter-17 Assignment * Chapter-17 Quiz | June 9  @ 11:55 pm |
| Week-11  Jun 10 | * Final exam on Tues, Jun 11 @ 4:30 pm (must be in class!)   + Chapters 8. 9. 13, 14, 16 & 17 |  |