### Career and Professional Development

### Non-Credit Programs

### Course Outline

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| **Course Title** | **Interpersonal Skills for Professionals** | | |
| **Course Number**  **Continuing Education Units:**  **Instructor(s)** | CBUS XXX  30  James McGill | | |
| **Contact Information** | **Email:** james.mcgill@mcgill.ca | | |
| **Office hours:** Upon request | | |
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| **Course Description** | The objective of this course is to help learners develop effective interpersonal skills. Emphasis is placed on the following areas: communication styles, emotional intelligence, conflict resolution, working with teams and influencing others, workplace diversity and intercultural communication, presentation skills, and facilitation skills. As a result of acquiring and developing these interpersonal skills, learners can increase their overall professional effectiveness. | | |
| **Learning Outcomes** | Upon completion of this course, learners should be able to:   * Understand the concepts relevant to interpersonal skills’ effectiveness, such as causes and effects of intra- and interpersonal dynamics; * Develop the practical interpersonal skills required to increase the effectiveness of interpersonal dealings in a professional setting. | | |
| **Course Material** | Required:  Reading assignments provided through *My*Courses.  Optional:  Rothwell, J. D. (2010). *In Mixed Company: Communicating in Small Groups and Teams*. 7th edition. Wadsworth Cengage Learning.  Goleman, D. (2000). Working with emotional intelligence. New York, NY: Bantam Books. | | |
| **Instructional Methods** | | Teaching and learning approach is experiential, collaborative and problem-based. | |

**EVALUATION**

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| **Item** | **%** | **Explanation** |
| Active participation | 10 % | * This course consists of a community of learners of which you are an integral member; your active participation is therefore essential to its success. This means: attending class; visiting *myCourses*, doing the assigned readings/exercises before class; and engaging in class discussions/activities. * **A minimum attendance of 75% is required in order to pass the course.** |
| Case studies | 25 % | * Review of case studies is one of the most effective ways to learn new skills and assimilate the course material * 3 individual cases studies, 5% each * In small groups of 3-4, students will be asked to make a short presentation on one of the topics related to the course content. The topics of the presentation will be determined by the instructor (10%). |
| Personal Learning Journal | 20 % | * Journals reinforce an active learning approach by giving you the opportunity to relate the concepts covered in the course to your own experiences. You can write about your observations, insights, reflections stimulated by the course (i.e. readings, activities, case studies, in-class discussions), as well as various aspects of your own evolution throughout the course. For example, reflect on how a concept reviewed in the course could be applied to address an issue that you are facing in your professional context. * To be submitted after each class * 100 words minimum, must be submitted before the next classon *myCourses.* |
| Quiz | 15 % | * Multiple choices questions. * 3 quizzes, 5% each |
| Final exam | 30 % | * Indicate date / format   The passing grade for the final exam is 65 %. |
| **Total** | **100%** |  |

***In the event of extraordinary circumstances beyond the University’s control, the content***

***and/or evaluation scheme in this course is subject to change.***

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| **UNIVERSITY POLICIES** | |
| ***Academic Integrity***  McGill University values academic integrity. Therefore all students must understand the meaning and consequences of cheating, plagiarism and other academic offences under the Code of Student Conduct and Disciplinary Procedures (see [*www.mcgill.ca/integrity*](http://www.mcgill.ca/integrity) for more information).  L'université McGill attache une haute importance à l'honnêteté académique. Il incombe par conséquent à tous les étudiants de comprendre ce que l'on entend par tricherie, plagiat et autres infractions académiques, ainsi que les conséquences que peuvent avoir de telles actions, selon le Code de conduite de l'étudiant et des procédures disciplinaires (pour de plus amples renseignements, veuillez consulter le site [*www.mcgill.ca/integrity*](http://www.mcgill.ca/integrity/)). | |
| ***Right to submit in English or French***  In accord with McGill University's charter of students' rights, students in this course have the right to submit in English or in French any written work that is to be graded.  In cases where language acquisition is part of the assessment objectives, the work must be submitted in the language evaluated. | |
| ***Email Policy***  E-mail is one of the official means of communication between McGill University and its students. As with all official University communications, it is the student's responsibility to ensure that time-critical e-mail is assessed, read, and acted upon in a timely fashion. If a student chooses to forward University e-mail to another e-mail mailbox, it is that student's responsibility to ensure that the alternate account is viable. Please note that to protect the privacy of students, the University will only reply to students on their McGill e-mail account. | |
| **RESOURCES** |  |
| ***Student Services***  Various services such as Walksafe, McGill Libraries, the Writing Centre, the bookstore, etc., are available to Continuing Education students:  [www.mcgill.ca/continuingstudies/current-students/student-services-and-resources](http://www.mcgill.ca/continuingstudies/current-students/student-services-and-resources) | |
| ***Students with Disabilities***  Students who have a documented disability and require academic accommodations and services should contact the Office of Students with Disabilities (<http://www.mcgill.ca/osd> or 514-398-6009) early in the term. | |
| ***Computer Labs***  Free access to computer labs is available at 688 Sherbrooke (12th floor), MACES, the McLennan Library and other locations on campus. | |
| ***Minerva and Online Resources***  Access your personal student information online with Minerva ([www.mcgill.ca/minerva-students](file:///\\fs2vs8.campus.mcgill.ca\data8\conted\User\kparen4\Templates\www.mcgill.ca\minerva-students)). Information regarding online resources such as email, VPN, myCourses, etc. can be found at ([www.mcgill.ca/it](http://www.mcgill.ca/it) ). | |
| ***MACES***  The McGill Association of Continuing Education Students, MACES ([www.maces.ca](http://www.maces.ca)), is located at 3437 Peel, 2nd floor, tel. (514) 398-4974. | |

**GRADING SCHEME**

The following grading scheme applies to Non-Credit Transcript Professional Development Certificates.

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| **Professional Development Certificates** | | **Grade** |
| Pass | (85-100%) | A |
|  | (80-84%) | A- |
|  | (75-79%) | B+ |
|  | (70-74%) | B |
|  | (65-69%) | B- |
| Failure | (0-64%) | F |
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**A minimum attendance of 75% is required in order to pass the course.COURSE CONTENT**

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| --- | --- |
| **Class / Date** | **Topics / Assignments / Readings** |
| **1**  **Saturday**  **Oct. 4**  **9am-4pm** |  |
| **2**  **Tuesday**  **Oct. 14**  **6-9pm** |  |
| **3**  **Tuesday**  **Oct. 21**  **6-9pm** |  |
| **4**  **Tuesday**  **Oct. 28**  **6-9pm** |  |
| **5**  **Saturday**  **Nov. 1**  **9am-4pm** |  |
| **6**  **Tuesday**  **Nov. 4**  **6-9pm** |  |
| **7**  **Tuesday**  **Nov. 11**  **6-9pm** |  |