**I. COURSE TITLE:** Interpersonal Skills

**COURSE NUMBER:** 1145  **CATALOG PREFIX:** OFIT

**II. PREREQUISITES:**

**CO-REQUISITE:**  None

**III. CREDIT HOURS:** 3 **LECTURE HOURS:** 3

**LABORATORY HOURS: OBSERVATION HOURS:**

**IV. COURSE DESCRIPTION:**

Training in interpersonal skills and tips for managing people at work. Designed to help students focus on developing and practicing interpersonal skills in team-building, negotiating, conflict resolution skills, and empowerment through creative role-playing and constructive feedback.

**V. ADOPTED TEXT (S):**

*Training in Interpersonal Skills: TIPS for Managing People at Work, 6/E*

Authors: Stephen P. Robbins and Phillip L. Hunsaker

ISBN-10: 0132804956

[ISBN-13: 9780132804950](http://www.pearsonhighered.com/educator/product/TRAINING-IN-INTERPERSONL-SKILLSSAL-34-PKG/9780132804950.page)

Publisher: Prentice Hall

Copyright: 2012

Format: Paper

Pages: 416

Self-Assessment Library 3.4 for Supervision Today!

Author: Stephen P. Robbins

Publisher: Prentice Hall

Copyright: 2009

Format: Paper

Pages: 144

**VI. COURSE OBJECTIVES:**

* Define self-awareness
* Apply emotional intelligence
* Understand sending interpersonal messages
* Setting goals
* Show how to manage change
* Develop team-working skills
* Define conflict resolution processes

**VII. COURSE METHODLOGY:**

Can include the following:

* Portfolio of documentation representing skills and knowledge gained
* Ability to use Microsoft Word and Microsoft PowerPoint
* Terminology quizzes and tests
* Hands on textbook applications and exercises
* Lectures, presentations and examples of training in interpersonal skills

**VIII. GRADING:**

A = 90 – 100

B = 80 – 89

C = 70 – 79

D = 60 – 69

F = 0 - 59

1. **COURSE OUTLINE:** SAMPLE WORK SCHEDULE

WEEKLY SCHEDULE

|  |  |  |
| --- | --- | --- |
| **Week #** | **Chapter(s)** | **Topic** |
| 1 | 1 | Skills – an introduction |
| 2 | 2 and 3 | Self-awareness and self-management |
| 3 | 4 and 5 | Applying emotional intelligence and sending interpersonal messages and listening. |
| 4 | 6 and 7 | Reading nonverbal messages and providing feedback |
| 5 | 8 and 9 | Communicating across cultures and goal setting |
| 6 | 10 and 11 | Coaching, counseling, and mentoring and empowering people through delegation |
| 7 | 12 and 13 | Politicking and persuading |
| 8 | 14 and 15 | Applying leadership style and managing change |
| 9 | 16 and 17 | Facilitating teamwork and valuing diversity |
| 10 | 18 and 19 | Ethical decision making and creative problem solving |
| 11 | 20 and 21 | Resolving conflicts and negotiating |
| 12 | I | What about me |
| 13 | II | Working with others |
| 14 | III | Life in organizations |
| 15 | IV | New assessments and personality |
| 16 |  | **Final** |

**\***Instructors hold the rights to rearrange and maintain a different schedule of work to fulfill the objectives of the course.

**X. OTHER REQUIRED BOOKS, SOFTWARE AND MATERIALS:**

At the discretion of the instructor

**XI. EVALUATION:**

\* Students will complete multiple exercises in human resource assessment formats

\* Other assignments, projects, exercises, and quizzes may be assigned and graded

at the discretion of the instructor.

**XII. SPECIFIC MANAGEMENT REQUIREMENTS:**

Assignments will be evaluated according to instructor directives.

**XIII.** **OTHER INFORMATION:**

**FERPA:** Students need to understand that your work may be seen by others. Others may see your work when being distributed, during group project work, or if it is chosen for demonstration purposes.

Students also need to know that there is a strong possibility that your work may be submitted to other entities for the purpose of plagiarism checks.

**DISABILITIES:** Students with disabilities may contact the Disabilities Service Office, Central Campus, at 800-628-7722 or 937-393-3431.