Course Title:
Interpersonal Skills in the Workplace

Course Number:
HR 5113-124

Course Description:
This course examines a variety of social skills used when interacting with others in the workplace, including non-verbal communication, questioning, listening, negotiating, self-disclosure, networking, providing feedback, and persuasion. These skills will be considered within a number of interview and group meeting situations.

Class Dates, Location and Hours:
Dates: October 7-9 & 14-16, 2011
Location: OCCE, Norman, Oklahoma. Classes are held in the Thurman White Forum Building of OCCE, 1704 Asp Avenue.
Hours: Fri 5:30-9:30 p.m.; Sat 8:30 a.m.-4:30 p.m.; Sun 1:00-5:00 p.m.
Last day to enroll or drop without penalty: September 8, 2011

Site Director:
Cathy Yeaman. Assistant: Jan Plavchak. Phone: 405-325-3333; Fax: 405-325-9148; email: apnorman@ou.edu

Professor Contact Information:
Course Professor: Wayne Scarth
Mailing Address: Dept. of Human Relations
601 Elm Ave
University of Oklahoma
Norman, OK, 73019
Telephone Number: (405) 447-4552
Fax Number: (405) 325-4402
E-mail Address: wscarth@ou.edu
Professor availability: The professor will be available via e-mail to students before and after the class sessions. On-site office hours are half an hour before and after each class session, by appointment.

Textbook(s) and Instructional Materials:
Student materials are available at the Follett/AP Bookstore located in the Oklahoma Memorial Union, 900 Asp Ave., Norman, OK. Orders can be placed online at www.oklahomaunion.bkstr.com or by telephone at 866-369-9713 (toll free in the U.S.) or 405-325-5960 (outside the U.S.). E-mail orders may be sent to oklahomaunion@bkstr.com. Representatives are available from 8 a.m. to 6 p.m. CST Monday through Thursday and 8 a.m. to 5 p.m. CST on Friday. Summer hours: 8 a.m. to 4 p.m. CST. Faxed orders may be placed 24 hours a day to 866-223-5607 (toll free in the U.S.) or 405-325-1557 (outside the U.S.).


3. Materials posted on the OU Desire to Learn (D2L) system: Access D2L at http://learn.ou.edu; enter your OU NetID (4+4) and password, and select course to access material. Please contact your local Site Director if you require assistance.

4. Materials posted on the Electronic Reserve system: Access the OU Electronic Reserves Page at http://libraries.ou.edu/eresources/reserves/; enter OU NetID (4x4) and password, and select course and access material. Please contact your local Site Director if you require assistance.

Note: The Follett/AP Bookstore is the Advanced Programs contractual textbook provider. Should text changes become necessary after publication of the course syllabus, Advanced Programs will facilitate text returns/refunds only for texts purchased through the Follett/AP Bookstore.

Course Objectives:
The general objective of the course is for students to develop or increase their awareness, understanding and application of these skills in the workplace. More specifically, course objectives are to:

- review the literature and research on a variety of interpersonal skills, and their application in the workplace;
- examine relevant principles, theories and practice underlying these skills;
- observe and identify the useful application of these skills in selected videos and exercises;
- practice these skills and assess one’s ability to use them appropriately and effectively.

Course Outline:
Many employees spend a considerable portion of their time meeting with co-workers, customers, subordinates and managers, singly or in small groups. Face-to-face communication is an important process in the workplace regarding selection interviewing, training, coaching, negotiating and giving feedback, as well as making decisions, solving problems and building consensus in small groups. Interpersonal skills are particularly important when working with clients or service recipients in the helping professions, where assessment, support and counseling are a vital part of the job. The extent to which these interactions are timely, purposeful and effective can significantly affect one’s success and satisfaction in the workplace.

Assignments, Grading and Due Dates:
1. Students are expected to complete a number of written assignments based on readings from the textbooks, and several more from the OU e-reserve library. A course outline will be presented and discussed during the first class. The assignments will be assessed on thoughtfulness, thoroughness and effort, and will comprise 40% of the final grade. Note, the Cialdini text is required pre-reading before the course begins, and all assignments must be turned in before the end of the course at the end of the second weekend. Students are encouraged to utilize the OU course website for the written assignments, and post them in the appropriate ‘dropbox’.
2. Each student will be assigned to a group to research one of the following topics: focus groups, brainstorming, selection or hiring interviews, feedback sessions, counseling, and investigative interviewing. Each group will prepare a 3 to 4 page of summary notes that will be distributed in class, and provide a demonstration or role play for that topic (minimum of 20 minutes). The instructor will meet with and advise each group before their presentation. Time will be set aside during the class time for students to meet with their respective groups. The purpose of this exercise is to identify, demonstrate and apply the interpersonal skills studied during the course, in a variety of realistic workplace situations. These will account for 20% of the final grade.
3. In addition, there will be a written test on the last day of class, to assess recall, comprehension and application of the material studied, including both on-line and in-class topics. This will constitute 40% of the final grade.

Grading: This is a letter-graded course: A, B, C, D, or F.

NOTICE: Failure to meet assignment due dates could result in a grade of I (Incomplete) and may adversely impact Tuition Assistance and/or Financial Aid.
POLICIES AND NOTICES

Attendance/Grade Policy

Attendance and participation in interaction, individual assignments, group exercises, simulations, role playing, etc. are valuable aspects of any course because much of the learning comes from discussions in class with other students. It is expected that you attend all classes and be on time except for excused emergencies.

Excused absences are given for professor mandated activities or legally required activities such as emergencies or military assignments. Unavoidable personal emergencies, including (but not limited to) serious illness; delays in getting to class because of accidents, etc.; deaths and funerals, and hazardous road conditions will be excused.

If you are obtaining financial assistance (TA, STAP, FA, VA, Scholarship, etc.) to pay all or part of your tuition cost, you must follow your funding agency/institution’s policy regarding “I” (Incomplete) grades unless the timeline is longer than what the University policy allows then you must adhere to the University policy.

Students who receive Financial Aid must resolve/complete any “I” (Incomplete) grades by the end of the term or he/she may be placed on “financial aid probation.” If the “I” grade is not resolved/completed by the end of the following term, the student’s Financial Aid may be suspended make the student ineligible for further Financial Aid.

Students are responsible for meeting the guidelines of Tuition Assistance and Veterans Assistance. See the education counselor at your local education center for a complete description of your TA or VA requirements.

Academic Honesty

Honesty is a fundamental precept in all academic activities and … [you] have a special obligation to observe the highest standards of honesty. Academic misconduct in any form is inimical to the purposes and functions of the University and is therefore unacceptable and is rigorously proscribed. Academic misconduct includes:

- cheating (using unauthorized materials, information, or study aids in any academic exercise), plagiarism, falsification of records, unauthorized possession of examinations, intimidation, and any and all other actions that may improperly affect the evaluation of a student’s academic performance or achievement; assisting others in any such act; or attempting to engage in such acts.

All acts of academic misconduct will be reported and adjudicated as prescribed by the student code of the University of Oklahoma. All students should review the “Student’s Guide to Academic Integrity” found at http://www.ou.edu/provost/integrity

Accommodation Statement

The College of Continuing Education [Advanced Programs] is committed to making its activities as accessible as possible. For accommodations on the basis of disability, please contact your OU Site Director.

Course Policies

Advanced Programs policy is to order books in paperback if available. Courses, dates, and professors are subject to change. Please check with your OU Site Director. Students should retain a copy of any assignments that are mailed to the professor for the course.

Copyright

Any and all course materials, syllabus, lessons, lectures, etc. are the property of professor teaching the course and the Board of Regents of the University of Oklahoma and are protected under applicable copyright.

For more information about Advanced Programs, visit our website at: http://www.goou.ou.edu/
INSTRUCTOR VITA

Wayne Scarth

Education

• BA United College
• MSW University of Manitoba, in Canada

Current Positions

• Adjunct Professor, Continuing Education Division, University of Manitoba
• Adjunct Professor, Department of Human Relations, University of Oklahoma
• Adjunct Professor, Advanced Programs, University of Oklahoma

Major Areas of Teaching and Research Interest

• Human Resource Management
• Interpersonal Skills in the Workplace
• Creativity and Change in the Workplace
• Thirty years of experience in the field of corrections in a variety of senior management positions. Active in program development, staff training, union management relations, workforce planning, workplace health and safety, and employee relations.

Representative Honors and Awards Received

Exemplary Service Award, Field of Corrections for the Government of Canada