

## DEPARTMENT OF EDUCATION

### COURSE OUTLINE – Winter 2025

#### HS1203 (EC): Interpersonal Communication in the Workplace – 1 (1-0-0) 15 Hours for 15 Weeks

Northwestern Polytechnic acknowledges that our campuses are located on Treaty 8 territory, the ancestral and present-day home to many diverse First Nations, Metis, and Inuit people. We are grateful to work, live and learn on the traditional territory of Duncan's First Nation, Horse Lake First Nation and Sturgeon Lake Cree Nation, who are the original caretakers of this land.

We acknowledge the history of this land and we are thankful for the opportunity to walk together in friendship, where we will encourage and promote positive change for present and future generations.

**INSTRUCTOR:** Kirsten Clark

**OFFICE:** H212

**OFFICE HOURS:** By appointment

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**CALENDAR DESCRIPTION:** This course builds on the interpersonal communication skills from HS1000 and applies them to the development of skills for more complex situations including conflict management and communication in the work environment.

**PREREQUISITE(S):** HS 1000

**REQUIRED TEXT/RESOURCE MATERIALS:** All materials provided on MyClass.

Students are responsible for all fees associated with ProctorU, a live proctoring service for online exams. Fees are paid when you schedule your exams through ProctorU.

Pricing per exam is as follows:

60 minutes or less - \$16 USD

61-120 minutes - \$25 USD

121 - 180 minutes - \$31 USD

**DELIVERY MODE(S):** Adler, R.B., Proctor, Rolls, J. A. & Russell F. Proctor II (2020) LOOK: Looking Out Looking In. (4th Canadian Ed.). Scarborough, Ontario: Nelson

**LEARNING OUTCOMES:** Upon completion of this course, the student will:

1. Identify and discuss factors that contribute to a positive or negative communication climate in work settings.
2. Apply communication skills to promote a positive communication climate.
3. Discuss the significance of conflict in interpersonal and workplace relationships, communication factors that affect it, and methods of dealing with conflicts.
4. Demonstrate the use of communication skills to resolve a conflict situation while maintaining a positive communication climate.
5. Discuss the role of communication in the workplace.
6. Develop knowledge and skills to become productive team members in the workplace

**TRANSFERABILITY:**

Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at the Alberta Transfer Guide main page <http://www.transferalberta.alberta.ca>.

\*\* Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions.

**Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability.**

**EVALUATIONS:** Your final grade for this course will be based on:

<p><b>Learning Activities: 15%</b></p>	<ul style="list-style-type: none"> <li>● Learning Activity 1: Practicing Perception Checking - 3%</li> <li>● Learning Activity 2: Evaluating Communication Climates - 3%</li> <li>● Learning Activity 3: Assertive Messaging - 3%</li> <li>● Learning Activity 4: What Conflict Style Am I, Said the Proverb - 3%</li> <li>● Learning Activity 5: My Personality Type - 3%</li> </ul>
<p><b>Assignments: 60%</b></p>	<ul style="list-style-type: none"> <li>● Assignment 1: Gottman Discussion - 15%</li> <li>● Assignment 2: Assertive Messaging - 20%</li> <li>● Assignment 3: Case Study - 25%</li> </ul>
<p><b>Quizzes: 25%</b> *open book</p>	<ul style="list-style-type: none"> <li>● Final Quiz: 25%</li> </ul>

\*Please note that all of the above must be completed without the use of Generative Artificial Intelligence tools.

## GRADING CRITERIA:

Please note that most universities will not accept your course for transfer credit **IF** your grade is **less than C-**. You must receive a final mark of a C- or above to pass this course.

Alpha Grade	4-point Equivalent	Percentage Guidelines	Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	95-100	C+	2.3	67-69
A	4.0	85-94	C	2.0	63-66
A-	3.7	80-84	C-	1.7	60-62
B+	3.3	77-79	D+	1.3	55-59
B	3.0	73-76	D	1.0	50-54
B-	2.7	70-72	F	0.0	00-49

## COURSE SCHEDULE/TENTATIVE TIMELINE:

Module & Dates	Assigned Reading	Assignments and Due Dates
<b>Welcome</b> <b>Week 1</b> January 6-11	N/A	Introduce Yourself: Discussion Post - Due January 11 *not graded
<b>Module 1: Perception</b> <b>Weeks 2-3</b> January 12-25	Chapter 3	Learning Activity 1: Practice Perception Checking - Due January 25
<b>Module 2: Relational Dynamics</b> <b>Weeks 4-5</b> January 26-February 8	Chapter 8	Assignment 1: Gottman Discussion - Due February 8
<b>Module 3: Improving Communication Climates</b> <b>Weeks 6-8</b> February 9-March 1	Chapter 9	Learning Activity 2: Evaluating Communication Climates - Due February 15  Learning Activity 3: Assertive Messaging - Due February 22  Assignment 2: Gottman Discussion -

		Due March 1
<b>Module 4: Conflict Management</b> Weeks 9-10 March 2 -15	Chapter 10	Learning Activity 4: Conflict Styles - Due March 15
<b>Module 5: Group Dynamics</b> Weeks 11-12 March 16 -29	Reading material is embedded within Module 5. No reading required from the textbook for this module.	Assignment 3: Case Study - Due March 29
<b>Module 6: Stress Management</b> Weeks 13-14 March 30 -April 11	Reading material is embedded within Module 6. No reading required from the textbook for this module.	Learning Activity 5: My Personality Type - Due April 11 <small>*no late submissions accepted</small>
<b>Module 7 - Final Exam</b> <small>*This exam can be completed any time between March 30-April 11th.</small>	N/A	Final Exam - Due April 11 <small>*no late submissions accepted</small>

\*all work is due by 11:59 p.m. on the dates indicated above.

Late assignments will be penalized by a deduction of 2% per day up to a maximum of seven days upon which they will receive a “0.”

### STUDENT RESPONSIBILITIES:

Northwestern Polytechnic expects students’ conduct to be in accordance with basic rights and responsibilities. Please refer to the NWP calendar regarding rights and responsibilities.

### STATEMENT ON ACADEMIC MISCONDUCT:

Academic Misconduct will not be tolerated. For a more precise definition of academic misconduct and its consequences, refer to the Student Rights and Responsibilities policy available at <https://www.nwpolytech.ca/about/administration/policies/index.html>.

\*\*Note: all Academic and Administrative policies are available on the same page.

- ❖ **Statement on the Use of AI in this Course:** Completing mini-assignments, quizzes, discussion posts and other course components is a critical part of learning and essential to the development of your practice as a paraprofessional. Therefore, in this course, all learners will pledge to use AI tools in ethical and appropriate ways.

For example, it *would not be* ethical or appropriate to use Generative Artificial Intelligence applications such as ChatGPT to write a draft of a learning activity or assignment and submit it as your own work. The use of Generative Artificial Applications such as ChatGPT without proper citation will be considered plagiarism and treated as such using Northwestern Polytechnic's Academic Misconduct Procedures.

In comparison, it *would be* ethical and appropriate for you to use AI tools such as Spell Check or Grammarly to identify spelling and grammar errors in your own work so you can correct them before submission.

If you require additional clarity on the use of AI in this course, please reach out to your instructor.

## **USING PROCTORU:**

This course uses ProctorU Live for online exams. To utilize this service, you are required to complete the following steps:

- Create a ProctorU account by clicking the ProctorU link in the course.
- Download and install the Guardian Web Browser, Google Chrome, and the ProctorU extension.
- Schedule each exam at least 3 days (72 hours) in advance. If you miss this deadline, you cannot take the exam.
- Pay for the proctoring service. The fees are exclusively your responsibility and in no event shall be the responsibility of Northwestern Polytechnic.

**For more detailed instructions [click here](#), and for video instructions [click here](#).**

Before each exam, you must complete a room scan with your web camera, during which you will show your surroundings to a live proctor.

The invigilator will ask to view (but not collect or store) your student identification to verify your identity and will remotely access your computer to unlock the exam. When monitoring your actions via video streaming, the invigilator may possibly record your actions if they suspect academic integrity behavioural issues. You will be verbally notified if/when recording begins.

The collection of and access to the personal information listed above is permitted under subsection 33(c) of the *Freedom of Information and Protection of Privacy Act*, RSA 2000, c F-25, which states, “No personal information may be collected by or for a public body unless that information relates directly to and is necessary for an operating program or activity of the public body.” In addition, subsection 39(4) states, “A public body may use personal information only to the extent necessary to enable the public body to carry out its purpose in a reasonable manner.”

**Records Retention:** Any video records of you created by ProctorU will be kept by ProctorU for a maximum of 7 days in order to make a decision about any possible academic integrity infraction, after which time it shall be permanently deleted. All other personal information collected and stored by ProctorU within your profile account will be permanently deleted if the account has not been used after one year.

### **Consent to Store Personal Information Outside Canada**

ProctorU is an American company. An agreement is in place between ProctorU and Northwestern Polytechnic by which ProctorU will take reasonable steps to protect your personal information from unauthorized access and disclosure. Information about how ProctorU protects your privacy can be found in their [Privacy Policy](#).

By using the ProctorU service via Northwestern Polytechnic, you consent to the storage of and access to your personal information outside of Canada.

This consent is in effect from the day you register with ProctorU and expires one year after completion of your exam.

Additional privacy and liability information regarding the use of ProctorU is available on the NWP website.