

GRANDE PRAIRIE REGIONAL COLLEGE  
 DEPARTMENT OF HUMAN SERVICES  
 RP2400 HUMAN SERVICE ORGANIZATIONS

*"The achievements of an organization are the results of the combined effort of each individual"*  
 Vince Lombardi, NFL coach (1913-1970)

*"No one can whistle a symphony. It takes an orchestra to play it"*  
 H.E. Luccock

**WINTER 2003**                      January 6 - April 16, 2003

**CREDITS:**                              3 (45 hours)

**CLASS TIMES:**                      Monday and Wednesday  
    8:30 - 9:50 a.m.

**LOCATION:**                              E301

**INSTRUCTOR:**                      Rita Stonell, B.C.R.

**OFFICE:**                                H204

**PHONE:**                                539-2787                              **EMAIL:** rstonell@gprc.ab.ca

**OFFICE HOURS:**                      Monday and Wednesday  
    10:00 a.m. - 12:00 p.m.  
    Or by appointment or just drop in.

**PREREQUISITE:**                      RP 1100 and RP1206

**COURSE DESCRIPTION**

This course provides for the development of knowledge and skills in the following areas: team building and leadership in human service organizations; change agency in human service settings; and advocacy issues and (re)habilitation agencies.

## TEXT

Drody, Ralph, (2000). Effectively Managing Human service Organizations (2<sup>nd</sup> ed.). Thousand Oaks, CA: Sage.

### On Reserve:

The accreditation Standards of The Alberta Association of Rehabilitation Centres, (April 30, 1999). Creating Excellence Together

Supplemental readings may be required: e.g. Persons with Developmental Disabilities update newsletters which can be found at <http://www.pdd.org>

## CLASS FORMAT

Classes will consist of lectures, discussions, and group work. Students will be required to demonstrate practical application of the concepts covered.

## COURSE OBJECTIVES

1. Develop job search skills including resume writing and interviewing.
2. Illustrate an understanding of the shared vision, role of objectives and action plans as frameworks for getting things done within an agency/organization.
3. Demonstrate knowledge and understanding of the evaluation tool Creating Excellence Together, and the standards for agencies providing service to people with disabilities within Alberta
4. Demonstrate knowledge of effective ways to manage human resources and influencing factors i.e. recruiting practices, leadership style, organizational culture, supervision skills
5. Develop and practice skills for effective agency/organization internal and external interactions including how to make meetings productive, time management, communication, conflict resolution, and team building.
6. Identify factors that account for resistance to change and steps that will facilitate effective change.
7. Identify the basic components of proposal development.
8. Demonstrate knowledge and application of advocacy processes.

## EVALUATION

### Assignments

| Assignment  | % of total mark | Due date    |
|---|-----------------|-------------|
| Leadership style  | 5%              | January 15  |
| Strategic Planning  | 5%              | January 27  |
| Resume  | 10%             | February 12 |
| Time Management   | 10%             | February 19 |
| Performance appraisal   | 10%             | March 12    |
| Conduct a meeting   | 5%              | March 17    |
| Conflict Resolution   | 5%              | March 24    |
| Team Building   | 10%             | March 31    |
| choice of one of the following:<br>1. Advocacy<br>2. Proposal | 20%             | April 9     |

### Exam (20%)

There is only one exam which will occur during exam week (April 21- 26)  
The exam will be comprehensive, covering all topics discussed in the course.

### Grades

Grande Prairie Regional College uses a 9 point grading system. Grades are assigned as follows:

|   |           |   |          |
|---|-----------|---|----------|
| 9 | 90 - 100% | 8 | 80 - 89% |
| 7 | 72 - 79%  | 6 | 65 - 71% |
| 5 | 57 - 64%  | 4 | 50 - 56% |
| 3 | 45 - 49%  | 2 | 26 - 44% |
| 1 | 0 - 25%   |   |          |

To receive credit for this course you must achieve a minimum of 57% or a 5.