

J. Sargeant Reynolds Community College
Course Content Summary

Course Prefix and Number: BUS 270 **Credits:** 3

Course Title: Interpersonal Dynamics

Course Description

Focuses on intra- and interpersonal communication effectiveness in the business organization. Includes topics such as planning and running effective meetings, networking and politicking, coaching and mentoring, making effectual and ethical decisions, developing team-building strategies, and practicing proficient skills in verbal, non-verbal, and written communications. Lecture 3 hours. Total 3 hours per week. 3 credits. The course outline below was developed as part of a statewide standardization process.

General Course Purpose

This course is intended to give business students an introduction to and understanding of the communication processes essential in the business world. It is aimed at students interested in examining his/her oral and written communication abilities in a workplace setting.

Course Objectives

Civic Engagement

- Effectively engage with people in a diverse workforce, with emphasis on empathetic listening, managing conflicts, and skillfully interacting on social media.

Critical Thinking

- Apply a deep knowledge of the major structures and functions of business by using information, ideas, and arguments from relevant perspectives to make sense of complex issues and solving urgent problems.
- Create, evaluate, interpret, and combine information to reach well-reasoned conclusions or solutions.

Written Communication

- Develop, convey, and exchange ideas in writing, as appropriate to a given context and audience. Students will express themselves effectively in a variety of written forms.

Professional Readiness

- Meet professional expectations by utilizing critical thinking skills and interpersonal abilities, especially in the areas of networking, negotiating, presenting, and other proper business-like behaviors.

Major Topics to be Included:

Individual Differences

- Identify and describe influential elements of individual behavior and processes, including personality (e.g., Big Five; self-monitoring), values (instrumental vs terminal; Schwartz's values circumplex), and abilities (emotional intelligence; cognitive mental ability).
- Explain why these elements are important in developing interpersonal relationships in organizational contexts.

Decision-Making

- Identify, describe, and evaluate models, tools, and techniques used in organizational decision-making and ethical decision-making.

Group Dynamics and Team Management

- Identify how to set goals and expectations in teams.
- Explain how to delegate tasks, duties, and responsibilities in a team setting.
- Know when and how to prepare, give, and receive feedback to enhance individual and team performance

Facilitation and Meeting Management

- Explain how to prepare for and conduct effective meetings, including how to prepare a meeting agenda, facilitate a meeting, and prepare meeting minutes, either in person or through electronic media.

Communication in Organizations

- Prepare and deliver clear and concise examples of business communication in appropriate situations (e.g., cover letters, resumes, memos, and reports).

Conflict Management

- Recognize, choose and apply appropriate conflict management strategies in one-on-one and in team situations.

Professionalism

- Prepare and deliver a concise and professional personal introduction (e.g. ?elevator speech?)
- Demonstrate appropriate professional conduct

Effective Date/Updated: August 22, 2023