

NOVA COLLEGE-WIDE COURSE CONTENT SUMMARY
BUS 270 – INTERPERSONAL DYNAMICS IN THE BUSINESS ORGANIZATION (3 CR.)

Course Description

Focuses on intra-and interpersonal effectiveness in the business organization. Includes topics such as planning and running effective meetings, networking and politicking, coaching and mentoring, making effective and ethical decisions, developing interpersonal skills that are essential to effective managers, and to improve skills in verbal, non-verbal, and written communication.

Lecture 3 hours per week.

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 own communication skills and improving upon his/her communication abilities.

Course Prerequisites/Corequisites

An ability to read, comprehend and analyze material written at a college level. An ability to write and present ideas using standard English.

Course Objectives

Upon successful completion of this course, students will be able to:

- a) Recognize and evaluate personality type, values and abilities by utilizing various tools for emotional intelligence and cognitive intelligence
- b) Use communication techniques by working effectively in a group or team setting
 - i) Develop goals
 - ii) Explain how to frame a culture for the group
 - iii) Organize a feedback structure
 - iv) Demonstrate how to delegate team responsibilities
- c) Construct an understanding of techniques used to mediate and diffuse conflicts
- d) Formulate a plan for increased listening efficiency
- e) Develop an understanding of cultural diversity and cultural influences on communication
- f) Build an increased understanding of nonverbal communication
- g) Create improved customer relation skills
- h) Compose and give presentations following specific guidelines for good speaking techniques
- i) Practice the ability to make instructional, informational, and persuasive presentations
- j) Plan good interviewer/interviewee techniques
- k) Formulate an understanding of job search skills and the importance of networking
- l) Devise appropriate techniques for business meetings/seminars

Major Topics to be Included

- a) Planning and running effective meetings
- b) Networking and politicking
- c) Coaching and mentoring
- d) Ethical decision-making
- e) Interpersonal skill development
- f) Verbal, non-verbal, and written communication