SCHOOL OF PROFESSIONAL COMMUNICATION

3RD FLOOR, ROGERS COMMUNICATIONS CENTRE
PROCOM.RYERSON.CA

CMN 414
INTERPERSONAL COMMUNICATION IN MANAGEMENT

1.0 Course Description

In this experiential workshop course, students participate in a variety of group and individual exercises designed to develop the interpersonal skills necessary for effective management. Students learn how member diversity and the communication medium affect group processes such as problem solving, decision making, resolving conflict, and negotiating. Some sessions may be videotaped. Lab: 3 hours.

Prerequisite: CMN 100 or CMN 114 or CMN 124 or CMN 200 or CMN 201 or CMN 207 or CMN 279 or CMN 300 or CMN 373 or Direct Entry.

2.0 Course Objectives/Learning Outcomes

- To develop interpersonal skills necessary for effective management
- To apply principles derived from interpersonal communication theory to small group situations
- To demonstrate understanding of the ways gender, culture, personality and the communication medium affect group processes

3.0 Topics Covered

3.1 Facilitating team processes
3.2 Verbal and nonverbal communication
3.3 Listening and questioning
3.4 Cultural influences
3.5 Gender dimensions: language, leadership, roles
3.6 Personality types
3.7 Group leadership
3.8 Managing team pressures and conflicts
3.9 Virtual teamwork
4.0 Teaching Method

4.1 Role Plays

A variety of role-plays, individual presentations, and in-class group discussions will be analyzed and evaluated by the instructor and students. Students must be prepared both to give and receive fairly detailed feedback regarding individual performance.

4.2 Graded Assignments

4.2.1 In-class Participation
4.2.2 Oral Presentations
4.2.3 Three Written Analyses
4.2.4 Mid-Term Test

5.0 Course Materials

5.1 Textbook


Print Alternative


5.2 Additional Reference

Supplementary reading may be assigned by the instructor.

6.0 Course Policies

6.1 Students must adhere to university policies; see http://www.ryerson.ca/senate/policies. The most relevant policies are the following:

- Policy #46 Policy on Grading, Promotion, and Academic Standing ("GPA Policy")
- Policy #60 Academic Integrity
- Policy #61 Student Code of Non-Academic Conduct
- Policy #134 Undergraduate Academic Consideration and Appeals
- Policy #135 Examination Policy
- Policy #145 Course Management Policy
- Policy #150 Accommodation of Student Religious, Aboriginal and Spiritual Observance
- Policy #157 Establishment and Use of Ryerson Student E-Mail Accounts For Official University Communication
6.2 Print and Digital Copying Guidelines

Ryerson University complies with Canada’s Copyright Act which protects both creators/owners and users of copyrighted materials. Students should familiarize themselves with Ryerson's Copyright policies and procedures, and contact the Copyright and Scholarly Engagement Librarian at copyrt@ryerson.ca for questions, concerns and clarification of the copyright rules.

6.3 Turnitin.com

By taking this course, students agree that all required papers may be subject to submission for textual similarity review to Turnitin.com for the detection of plagiarism. All submitted papers will be included as source documents in the Turnitin.com reference database solely for the purpose of detecting plagiarism of such papers. Use of the Turnitin.com service is subject to the terms of use agreement posted on the Turnitin.com site. Students who do not want their work submitted to this plagiarism detection service must, by the end of the second week of class, consult with the instructor to make alternative arrangements.

Please note the following from Policy 145 Course Management Policy:

4.3.1.2 Even when an instructor has not indicated that a plagiarism detection service will be used, or when a student has opted out of the plagiarism detection service, if an instructor has reason to suspect that an individual piece of work has been plagiarized, the instructor is permitted to submit that work in a non-identifying way to any plagiarism detection service.

6.4 Email Communication

Ryerson requires that any official or formal email communication from students be sent from their official Ryerson electronic accounts.

6.5 Video and Audio Recording

No video or audio recording is permitted in class without the express permission of the instructor.

7.0 Ryerson’s Learning Management System

Ryerson University supports Brightspace by D2L as its official Learning Management System. University Policies governing Brightspace have been documented at the Courses @ Ryerson Privacy and Security website.