

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 an 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

Engleberg, I. N., & Wynn, D. R. (2017). *REVEL for Working in Groups: Communication Principles and Strategies*. Access Card, 7th edition. Pearson. ISBN-10: 0134402324, ISBN-13: 9780134402321.

Print Alternative

Engleberg, I. N., & Wynn, D. R. (2017). *Working in Groups: Communication Principles and Strategies*. Books a la Carte, 7th edition. Pearson. ISBN-10: 0134415523 • ISBN-13: 9780134415529.

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 #150 Accommodation of Student Religious, Aboriginal and Spiritual Observance
- Policy #157 Establishment and Use of Ryerson Student E-Mail Accounts For Official University Communication
- Policy #159 Academic Accommodation of Students with Disabilities
- Policy #166 Course Management Policy

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

Turnitin is a plagiarism prevention and detection service. This tool assists instructors in determining the similarity between a student's work and the work of other students who have submitted papers to the site, internet sources, and a wide range of journals and other publications. While it does not contain all possible sources, it gives instructors some assurance that students' work is their own. No decisions are made by the service; it generates an originality report which instructors use to judge whether something is plagiarized.

All assignments in this course may be subject to submission for textual similarity review to Turnitin.com. All submitted papers will be included as source documents in the Turnitin.com reference database used solely to detect plagiarism in assignments. **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.** Even if an instructor has not indicated that Turnitin will be used or a student has opted out of using Turnitin, if an instructor suspects that an assignment has been plagiarized, the instructor may submit that work in a non-identifying way to a 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](#).