



The University of Southern Queensland

## Course specification

### Description: Human Relations and Communications

Subject	Cat-nbr	Class	Term	Mode	Units	Campus
CDS	1001	55242	2, 2006	EXT	1.00	Toowoomba

<b>Academic group:</b>	FOART
<b>Academic org:</b>	FOA003
<b>Student contribution band:</b>	1
<b>ASCED code:</b>	090515

### STAFFING

Examiner: Paul Scully

Moderator: Laretta Wright

### RATIONALE

The last decade has seen major changes in the role of community workers and community development officers. Increasingly they are required to work cooperatively in the development of community vision, community goals and objectives and to assist in the development of submissions for funding and services. Such activities require high levels of understanding human relations and a high level of skill in communication, in collaborative consultation, and in interpersonal problem solving and mediation.

### SYNOPSIS

This course is designed to assist students in developing interpersonal skills necessary for workplace success. Human relations will be customized to complement community welfare and community development programs. Content may include teamwork, problem solving, equity and diversity issues, and personal development. This course is designed to introduce students to the theory and practice of collaborative consultation and related communication and interpersonal problem solving skills. The course is designed to meet the needs of community welfare and community development officers.

### OBJECTIVES

On completion of this course students will be able to:

1. Explain the meaning and impact of successful human relations in the workplace. (Assessment Items 2, 3 and 4 refer)
2. Pinpoint how work and personal life influence each other. (Assessment Items 2 and 3 refer)
3. Demonstrate effective and efficient interpersonal and communication skills. (Assessment Items 2 and 4 refer)
4. Define consultation as it applies in the field of community welfare. (Assessment Items 2, 3 and 4 refer)

5. Critically review the theory and models of consultation used in the social sciences. (Assessment Items 2, 3 and 4 refer)
6. Provide a rationale for why support workers should be familiar with the processes and skills of consultation. (Assessment Items 2, 3 and 4 refer)
7. Define collaborative consultation. (Assessment Items 2, 3 and 4 refer)
8. Demonstrate an understanding of the process of collaborative consultation in the workplace. (Assessment Items 2, 3 and 4 refer)
9. Review and discuss the efficacy and limitations of collaborative consultation. (Assessment Items 2, 3 and 4 refer)

## TOPICS

	Description	Weighting (%)
1.	Improving interpersonal communication skills	20.00
2.	Running meetings - team building, improving information flow, thinking outside the box, envisioning the future	20.00
3.	Intentional Interviewing	20.00
4.	Resolving conflict	20.00
5.	Developing decision-making strategies	20.00

## TEXT and MATERIALS required to be PURCHASED or ACCESSED

ALL textbooks and materials are available for purchase from USQ BOOKSHOP (unless otherwise stated). Orders may be placed via secure internet, free fax 1800642453, phone 07 46312742 (within Australia), or mail. Overseas students should fax +61 7 46311743, or phone +61 7 46312742. For costs, further details, and internet ordering, use the 'Textbook Search' facility at <http://bookshop.usq.edu.au> click 'Semester', then enter your 'Course Code' (no spaces).

Bolton, R 1987, *People skills: how to assert yourself, listen to others, and resolve conflicts*, Simon & Schuster, Brookvale, NSW.

Gamble, T & Gamble, M 2005, *Communication works*, McGraw Hill, Sydney.

## REFERENCE MATERIALS

Reference materials are materials that, if accessed by students, may improve their knowledge and understanding of the material in the course and enrich their learning experience.

## STUDENT WORKLOAD REQUIREMENTS

ACTIVITY	HOURS
Lectures	13.00
Private Study	126.00
Tutorials or Workshops	26.00

## ASSESSMENT DETAILS

Description	Marks out of	Wtg(%)	Due date
ASSIGNMENT 1 - ESSAY	100.00	20.00	21 Aug 2006
ASSIGNMENT 2 - ESSAY	100.00	20.00	18 Sep 2006
JOURNAL	100.00	20.00	16 Oct 2006
ASSIGNMENT 3 - ESSAY	100.00	40.00	23 Oct 2006

## IMPORTANT ASSESSMENT INFORMATION

- 1 Attendance requirements:  
There are no attendance requirements for this external course. However, it is the student's responsibility to study all material provided to them or required to be accessed by them to maximise their chance of meeting the objectives of the course and to be informed of course-related activities and administration.
- 2 Requirements for students to complete each assessment item satisfactorily:  
To be assured of completing each assessment item satisfactorily a student must submit all of the items of summative assessment by the due date and achieve on each the minimum specified standards outlined in 4 (Requirements for a pass in the course).
- 3 Penalties for late submission of required work:  
If students submit assignments after the due date without prior approval, then a penalty of 10% of the total marks available for the assignment will apply for each of the first FIVE working days late, after which a zero mark will be given.
- 4 Requirements for student to be awarded a passing grade in the course:  
To be assured of a passing grade, students must demonstrate, via the summative assessment items, that they have achieved the required minimum standards in relation to the objectives of the course by: (i) satisfactorily completing the examination and assignments; and (ii) obtaining at least 50% of the total weighted marks for all summative assessment items.
- 5 Method used to combine assessment results to attain final grade:  
The final grades for students will be assigned on the basis of the weighted aggregate of the marks (or grades) obtained for each of the summative assessment items in the course.
- 6 Examination information:  
There is no exam for this course.
- 7 Examination period when Deferred/Supplementary examinations will be held:  
Given the details under (6) above, there are no deferred exams for this course. However, if any deferred/makeup work is granted, it would have to be submitted by a date set by the examiner.
- 8 University Regulations:  
Students should read USQ Regulations 5.1 Definitions, 5.6. Assessment, and 5.10 Academic Misconduct for further information and to avoid actions which might contravene University Regulations. These regulations can be found at the URL <http://www.usq.edu.au/corporateservices/calendar/part5.htm> or in the current USQ Handbook.

## **ASSESSMENT NOTES**

- 9 (a) The due date for an assignment is the date by which a student must lodge the assignment at the USQ. (b) Students must retain a copy of each item submitted for assessment. This must be despatched to USQ within 24 hours if requested by the Examiner. (c) In accordance with University's Assignment Extension Policy (Regulation 5.6.1), the examiner of a course may grant an extension of the due date of an assignment in extenuating circumstances such as documented ill-health. (d) Students who have undertaken all of the required assessments in the course but who have failed to meet some of the specified objectives of the course within the normally prescribed time may be awarded the temporary grade: IM (Incomplete-Makeup). An IM grade will only be awarded when, in the opinion of the examiner, a student will be able to achieve the remaining objectives of the course after a period of non-directed personal study. (e) Students who, for medical, family/personal, or employment-related reasons, are unable to complete an assignment or sit for an examination at the scheduled time, may apply to defer an assessment in the course. Such a request must be accompanied by appropriate supporting documentation. One of the following temporary grades may be awarded: IDS (Incomplete - Deferred Examination); IDM (Incomplete Deferred Make-up); IDB (Incomplete - Both Deferred Examination and Deferred Make-up).