



The University of Southern Queensland

## Course specification

The current and official versions of the course specifications are available on the web at <http://www.usq.edu.au/coursespecification/current>.  
Please consult the web for updates that may occur during the year.

### Description: Human Relations and Communications

Subject	Cat-nbr	Class	Term	Mode	Units	Campus
CDS	1001	78987	2, 2008	ONC	1.00	Fraser Coast

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

### STAFFING

Examiner: Nathan Beel  
Moderator: Ian Richards

### REQUISITES

Pre-requisite or Co-requisite: CMS1000

### 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 internally and externally for organisations 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 active listening skills, 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. Demonstrate effective and efficient interpersonal and communication skills including active listening, assertive behaviour and conflict resolution.
2. Explain the meaning and impact of successful human relations in the workplace including the nature of personal self disclosure and its impact on interpersonal relationships;

3. Explore how work and personal life influence each other;
4. Explain the structure and use of meetings within an organisation and the community;
5. Explore the theory of group dynamics and its impact upon interpersonal relationships within the workplace;
6. Demonstrate an understanding of the process of collaborative consultation in the workplace through meetings and working in groups;
7. Explore the nature of workplace conflict and strategies for conflict resolution;
8. Explore effective decision making at an organisational and personal level within the workplace.

## 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. Working in Groups	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 2007, *Communication works with CD-ROM 4.0*, 9th edn, McGraw-Hill Education, 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	25.00	29 Aug 2008 (see note 1)
ASSIGNMENT 2 - ESSAY	100.00	50.00	31 Oct 2008 (see note 2)
TUTORIAL PARTICIPATION	100.00	25.00	31 Oct 2008 (see note 3)

### NOTES

1. This assessment is aligned with Objectives 1, 2 and 3.
2. This assessment is aligned with Objectives 5, 6, 7 and 8.
3. Tutorial Participation is graded weekly on evidence of preparation and quality of oral contribution. In order to meet the Objectives, it is strongly recommended that students attend at least 80% of tutorial classes. This assessment is aligned with Objectives 4 and 5.

## IMPORTANT ASSESSMENT INFORMATION

- 1 Attendance requirements:  
It is the student's responsibility to attend and participate appropriately in all activities (such as lectures, tutorials, laboratories and practical work) scheduled for them, and 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. For this course, normal class attendance consists of one 1 hour lecture and one 2 hour tutorial. This course requires weekly involvement in interactive group processes around the development of a project by students. Students should reflect on their readiness to engage in such an experience. If they have been through personal crisis, they need to assess their capacity to cope with an interactive group experience. If they have doubts about their capacity to cope, they should contact their personal counsellor or speak with the course lecturer prior to commencing. Students have an ethical right to choose their level and timing of involvement, and this will be respected. However, a lack of satisfactory participation could have a negative impact on marks, and potentially generate reactions from other group members which could result in difficult group dynamics.
- 2 Requirements for students to complete each assessment item satisfactorily:  
To successfully complete an individual assessment item, a student must achieve at least 50% of the marks or a grade of at least C-. This statement must be read in conjunction with Statement 4 below.
- 3 Penalties for late submission of required work:  
If students submit assignments after the due date without extenuating circumstances and without prior approval, then a penalty of a maximum of 5% of the assigned mark may apply for each working day late, up to a maximum of 10 working days, at which time a mark of zero can be recorded for that assignment.
- 4 Requirements for student to be awarded a passing grade in the course:  
To be assured of receiving a passing grade a student must achieve at least 50% of the total weighted marks available for the course.
- 5 Method used to combine assessment results to attain final grade:

The final grades for students will be assigned on the basis of the aggregate of the weighted marks 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>

## 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) All Faculty of Arts assignments must be lodged in the submission box at the Fraser Coast Campus no later than 5.00 pm on the due date. (c) In the event that a due date for an assignment falls on a local public holiday in their area, such as a Show holiday, the due date for the assignment will be the next day. Students are to note on the assignment cover the date of the public holiday for the examiner's convenience. (d) 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. (e) 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. (f) 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. (g) 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). (a) The due date for an assignment is the date by which a student must either submit online or despatch the assignment to the USQ. The onus is on the student to provide proof of the despatch date, if requested by the Examiner. Online submission must be made by 12 midnight on the due date. (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) In the event that a due date for an assignment falls on a local public holiday in their area, such as a Show holiday, the due date for the assignment will be the next day. Students are to note on the assignment cover the date of the public holiday for the examiner's convenience. (e) Students who do not have regular access to postal services or who are otherwise disadvantaged by these regulations may be given special consideration. They should contact the examiner of the course to negotiate such special arrangements. (f) 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. (g) 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).