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# CSTP 1101: Communication and Workplace Behaviour

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## EFFECTIVE DATE

September 2019

## DEPARTMENT

Computer Systems Tech Diploma

## DESCRIPTION

Learners will study human behaviour in organizations and develop the skills needed to deal with people at work. Topics include: individual behaviour, values, interpersonal relationships and communications, groups and team dynamics, organizational culture, leadership, and change. Additionally, learners will study these aspects of human behavior within the context of diverse formal organizations. Students will examine the communication skills required in the workplace. The focus will be on the communication process, and practice of effective interpersonal communication techniques and conflict resolution, and basic workplace writing.

## CREDITS

3.0

## YEAR OF STUDY

1st Year Post-secondary

## PREREQUISITES

Admission to the Computer Systems Technology diploma program

## COREQUISITES

None

## COURSE LEARNING OUTCOMES

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

- Explain the fundamentals of workplace communication
- Explain how our perceptions, personalities, values, and emotions shape our behavior
- Explain effective team-building skills and conflict resolution
- Explain how power and organizational politics and culture relate to performance
- Explain the benefits of, and the challenges faced with group decision making
- Use the appropriate leadership style in a situation using leadership theory
- Explain organizational change and strategies to overcome resistance to change

- Describe various motivational models to improve performance
- Apply workplace writing skills

## PRIOR LEARNING ASSESSMENT & RECOGNITION (PLAR)

None

## HOURS

Lecture: 40

Lab: 20

## INSTRUCTIONAL STRATEGIES

Instructional strategies include classroom lectures, demonstrations, group discussions, computer lab and hands-on practical work.

## GRADING SYSTEM

Letter Grade (A-F)

## PASSING GRADE

C

## EVALUATION PLAN

Type	Percentage	Assessment activity
Assignments	40	4 assignments
Quizzes/Tests	10	
Midterm Exam	15	
Final Exam	20	
Project	15	Group presentation

## COURSE TOPICS

- Organizational behaviour
- Perceptions, personalities and emotions
- Values and behaviour

- Motivational models to improve performance
- Effective team building skills
- Conflict management
- Organizational politics
- Interpersonal and oral communication strategies
- Organizational culture and change
- The fundamentals of workplace communication skills

## LEARNING RESOURCES

None

Notes:

- Course contents and descriptions, offerings and schedules are subject to change without notice.
- Students are required to follow all College policies including ones that govern their educational experience at VCC. Policies are available on the VCC website at:  
<https://www.vcc.ca/about/governance--policies/policies/>.
- To find out how this course transfers, visit the BC Transfer Guide at <https://www.bctransferguide.ca>.

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**Downtown campus**

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