MNO2312 Interpersonal Relations and Effectiveness

Lecturer / Coordinator: Dan McAllister

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Session:
Semester 2, 2009/2010
Tuesday, 9-12 am (Section 1); Wednesday, 9-12 am (Section 2)

Course Overview
This is a course on building high-quality work relationships and leveraging them to succeed in reaching personal and work goals. The course is designed to promote self-awareness and an understanding of the foundations of personal effectiveness, develop an appreciation of the complexity and importance of interpersonal and team relationships, and anticipate the practical organizational and life challenges that can influence job effectiveness, career trajectories, and personal well-being.

Learning Objectives:
Learning outcomes for this course are focused around understanding how to leverage personal strengths and relational resources in addressing organizational and work-life challenges.

• Personal Strengths: Understanding the personal factors and behavior patterns that predict personal and career success. Emphasis placed on building patterns of thinking and action that enhance learning and growth, and in so doing promote effectiveness.

• Relationship Resources: Understanding the strategic importance of high quality professional relationships and how to build, maintain, and leverage them. Emphasis placed on issues such as building trust, communicating effectively, collaborating.

• Organizational Challenges: Developing strategies for leveraging personal strengths and relationship resources within modern work/organizational settings. Emphasis placed on meeting requirements for effectiveness in diverse, cross-cultural, geographically distributed, and high-reliability work settings.

• Work-Life Blend and Balance: Understanding how to make work personally rewarding, manage the interface between work and family, and balance work and health.

Required Textbooks:

• Additional required readings for this class will be made available online through IVLE. Please consult the detailed course outline below for a listing of these materials, and make sure that you have no difficulty in viewing, downloading, or printing them.

Course Requirements and Grading
“Streetwise” Team Project 30%
“Reflection” Essays (4 in total) 50%
Class Contribution 20%
Course Outline

**Beginnings**

Jan 12/13:  Best Foot Forward: Course Introduction

**Personal Strengths**

Jan 19/20:  Resources: Discovering Your Strengths
Jan 26/27:  Drivers: Motivation Foundations for Thriving

**Relational Resources**

Feb 02/03:  Connecting: Social Networks and Relational Capital.
Feb 09/10:  Bonding: The Importance of a Secure Base.
Feb 13/14:  No Class: Recess Week

**Organizational Challenges**

Mar 02/03:  Joining: Organizational Entry and Socialization.
Mar 09/10:  Speaking Out: Communication and Impression Formation.
Mar 16/17:  Influencing: Gaining and Sustaining Power and Influence.
Mar 23/24:  Mostly Listening: Giving and Receiving Feedback and Bad News.
Mar 30/31:  Reaching: Virtual and cross-cultural working.

Apr 06/07:  Potpourri: New directions and insights

**Work-Life Blend and Balance**

Apr 13/14:  The Good Life: Thriving at home and at work.