

We acknowledge and respect that we are gathered on the traditional lands of the Anishnaabe People of Turtle Island and proudly recognize our local host Atikameksheng Anishnawbek. We also recognize the contributions of Wahnapiatae First Nation and the Metis Nation of Ontario.

Course Title	Business Professionalism				
Course Code:	BUS1125	Credit Value:	3	Credit Hours:	42
Programs:	BFND Business – Finance BFPG Business Fundamentals BPLC Business Professionalism – Dual Credit Lc BUAP Business – Accounting COBU Common Business GEBU Business PFDC Business Professionalism – Dual Credit				
Equivalencies		Prerequisites		Corequisites	

This course may be delivered in a variety of different formats: 100% in-class, 100% online (or a blend of both), videoconferencing, distributed learning or off-campus. Please confirm with your faculty member which format will be used for your section of this course.

General Education Course: ☐

Eligible for PLAR: ☒

Degree Breadth Course: ☐

Experiential Learning: ☐

Research Intensive Course Designation: ☐

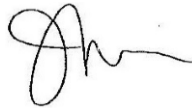
COURSE DESCRIPTION

In this course, students will develop the professional behaviours, self-awareness, and interpersonal skills required to enter and succeed in the workplace. Students will examine the role of soft skills in business, including communication, teamwork, organization, problem solving, ethical decision-making, relationship building, and managing feedback and conflict.

Through applied workplace scenarios, students will strengthen their ability to think critically, evaluate their own behaviours, work independently, contribute to teams, and demonstrate professionalism in a changing business environment.

Date: _____ May 27, 2026

Approved by:



JILL FERGUSON
Dean, Douglas A. Smith Family School
Of Business And Schools Of Creative
Industries And Information Technology

Effective:

Fall 2026, Winter 2027, Spring 2027

RELATIONSHIP TO PROGRAM VOCATIONAL LEARNING OUTCOMES

PROGRAM LEVEL	
This course contributes to your program by allowing you to demonstrate the following vocational learning outcomes:	
Program(s)	Vocational Learning Outcomes
Business-finance	College Standards 1. Develop and implement strategies to establish and maintain professional networking and business relationships in the finance sector. 2. Develop and implement ongoing strategies for personal and professional development, highlighting ethics, values and standards in the finance sector.
Business Fundamentals	Ministry Standards 1. Develop strategies for ongoing personal and professional development to enhance work performance.
Business – Accounting	Ministry Standards 1. Analyze organizational structures, the interdependence of functional areas, and the impact those relationships can have on financial performance.
Business	Ministry Standards 1. Explain the role of the human resource function and its impact on an organization. 2. Develop strategies for ongoing personal and professional development to enhance work performance in the business field.

COURSE CURRICULUM**Topics/Concepts Covered in This Course**

- The Importance of Soft Skills in the Workplace
- Understanding Human Behaviour and Self-Concept
- Values, Ethics, and Professional Attitudes
- Personality, Stress, Learning, and Perception
- Organization Skills and Effective Prioritization
- Effective Communication
- Interpersonal Skills and Workplace Relationships
- Managing Emotions, Feedback, Conflict, and Criticism
- Group Dynamics and Team Performance
- Problem Solving and Professional Development Strategies

COURSE LEVEL: Learning Outcomes and Objectives	
To earn credit for this course, you must reliably demonstrate your ability to:	
Learning Outcome	Objectives
1. Describe the importance of behaviour, human relations, and performance in today's work environment.	1.1 Explain why human relations skills are so important in the workplace 1.2 Relate individual behaviour to work ethic , and organizational performance 1.3 Demonstrate the value of human relations to being happy and developing strong working relationships in the workplace
2. Apply organizational and prioritization strategies to improve productivity and professional performance.	2.1 Identify tools and techniques used for organization and time management. 2.2 Explain the importance of prioritization in workplace effectiveness. 2.3 Examine factors that contribute to workplace productivity. 2.4 Apply organizational strategies to business scenarios. 2.5 Develop approaches to managing competing responsibilities and deadlines.
3. Analyze how human behaviour and self-concept influence workplace interactions and performance.	3.1 Define factors that influence human behaviour in workplace settings. 3.2 Examine the relationship between self-concept and professional behaviour. 3.3 Identify behaviours that contribute to positive workplace interactions. 3.4 Analyze how perception influences communication and decision-making. 3.5 Apply self-awareness strategies to professional situations.
4. Evaluate the impact of values, ethics, and attitudes on professional conduct and workplace relationships.	4.1 Define workplace ethics, values, and professional attitudes. 4.2 Identify ethical behaviours expected in business environments. 4.3 Examine how attitudes influence workplace performance and relationships. 4.4 Analyze ethical dilemmas using basic decision-making frameworks. 4.5 Apply ethical and professional standards to workplace scenarios.
5. Examine how personality, stress, learning, and perception influence	5.1 Identify factors that influence personality and perception.

Learning Outcome	Objectives
workplace effectiveness and behaviour.	5.2 Explain how stress impacts workplace performance and behaviour. 5.3 Examine different approaches to learning and personal development. 5.4 Analyze how perception affects workplace communication and interactions. 5.5 Apply stress-management and self-development strategies to professional situations.
6. Apply organizational and prioritization strategies to improve productivity and professional performance.	6.1 Identify tools and techniques used for organization and time management. 6.2 Explain the importance of prioritization in workplace effectiveness. 6.3 Examine factors that contribute to workplace productivity. 6.4 Apply organizational strategies to business scenarios. 6.5 Develop approaches to managing competing responsibilities and deadlines.
7. Apply effective communication strategies in professional and workplace environments.	7.1 Identify components of effective verbal and non-verbal communication. 7.2 Examine barriers to effective communication. 7.3 Apply active listening techniques in workplace interactions. 7.4 Demonstrate professional written and verbal communication practices. 7.5 Analyze communication strategies used in business situations.
8. Develop interpersonal skills that support positive workplace relationships and collaboration.	8.1 Define interpersonal skills and their role in workplace success. 8.2 Identify behaviours that contribute to positive professional relationships. 8.3 Examine the importance of trust, respect, and collaboration in teams. 8.4 Apply relationship-building strategies to workplace situations. 8.5 Analyze the impact of interpersonal effectiveness on organizational performance.
9. Examine group dynamics and their influence on team effectiveness and workplace performance.	9.1 Define group dynamics and teamwork principles. 9.2 Identify factors that contribute to effective team performance. 9.3 Examine the roles and responsibilities of team members.

Learning Outcome	Objectives
	9.4 Apply collaboration and participation strategies in team environments. 9.5 Analyze challenges that may impact workplace teams and group performance.
10. Apply problem-solving and professional development strategies to support continuous workplace improvement.	10.1 Define group dynamics and teamwork principles. 10.2 Identify factors that contribute to effective team performance. 10.3 Examine the roles and responsibilities of team members. 10.4 Apply collaboration and participation strategies in team environments. 10.5 Analyze challenges that may impact workplace teams and group performance.

Essential Employability Skills

Communication

- communicate clearly in written, spoken, and visual form that fulfills purpose/needs of audience.
- respond to written, spoken, or visual messages in a manner that ensures effective communication.

Numeracy

- not applicable

Critical Thinking and Problem Solving

- use a variety of thinking skills to anticipate and solve problems.

Information Management

- not applicable

Interpersonal

- show respect for the diverse opinions, values, belief systems, and contributions of others.
- interact with others in groups in ways that contribute to effective working relationships.

Personal

- manage the use of time and other resources to complete projects.
- take responsibility for one's own actions, decisions, and consequences.

Delivery Method

- Classroom: Course is delivered through scheduled synchronous teaching that may be face-to-face and/or virtual.
- Online: Course is fully delivered through asynchronous teaching.

Learning Activities

- Lectures
- Class Discussions
- Group Work
- Presentations
- Guest Speaker(s)
- Reflective Writing
- In-Class Exercises
- Small Group Instruction
- One-to-One Instruction
- Case Studies
- eLearning Components

Resources Required

Books

Lussier, Robert., *Human Relations in Organizations: Applications and Skill Building*, 2025 Release, McGraw-Hill
 ISBN: 9781264069248
 Price: \$ 167.90

Second Hand Permissible: ☐

Additional Supplies

Invigilation

In-person testing may be required for major assessments in this course. Students will have the option to write assessments in person at Cambrian College (cost \$0) or arrange testing at an approved invigilation site at their own expense (approx. \$60-\$100 per test). It is the student's responsibility to coordinate with the approved site and ensure all requirements are met in advance of the assessment date.

Evaluation Plan

Grading Scheme

A	80% - 100%
B	70% - 79%
C	60% - 69%
D	50% - 59%
F	0% - 49%

Evaluation Method	Value (%)
Applied Activities (G)	60%
Semester Organizational Plan (2 parts) - 20%	
Case Study - 20%	
Performance Review Assignment - 20%	
Test/Exam	40%
Mid-Term Exam 20%	
Final Exam 20%	

ADDITIONAL INFORMATION

A course outline is the College's commitment to the students. It supports educators, students, employers, and external partners in determining the depth of knowledge and level of performance that a student will be able to demonstrate upon successful completion of a course. Both instructor and student are obligated to follow the content of the course outline. It is your responsibility to meet these outcomes as assigned.

Note: You should maintain a copy of this course outline for your records. You may require this course outline if you seek transfer credits or further studies at other institutions.

Cambrian Email Addresses

All email correspondence with currently registered students must be via the students' College-issued email, as per the College's [IT Acceptable Use Policy](#). Students must familiarize themselves with the IT Acceptable Use Policy, as it outlines the acceptable use of College information systems and technology, and mitigates risks to the College's IT infrastructure.

Bring Your Own Device (BYOD) and Apps Anywhere

Cambrian College is a BYOD institution, which means that students bring the device of their choice that meets program-specific minimum technology requirements. Program-specific minimum technology requirements can be viewed on program pages on the Cambrian College website. AppsAnywhere is an easy-to-use app store-like platform providing students with a way to access their College apps and software on demand, anywhere, anytime both on and off campus. These both enrich the student learning experience in and out of the classroom, while providing maximum flexibility.

Policies

It is the student's responsibility to be aware of the College's policies. Policies, procedures and forms can be found on the [College website](#).

Academic and Student Services

Cambrian has a variety of student and academic services to support students during their academic journey at the College.

- [Academic Integrity Office](#)
- [Academic Success Centre](#)
- [Bookstore and Campus Store](#)
- [International Student Support Services](#)
- [KPMG Pride Centre](#)
- [Career Centre](#)
- [Registrar's Office \(Enrolment Centre\)](#)
- [First Step Centre](#)
- [Accessibility Services](#)
- [Library](#)
- [Pathways](#)
- [Available Scholarships and Bursaries](#)
- [Cambrian Student Council \(CSC\)](#)
- [Cambrian Indigenous Student Circle \(CISC\)](#)
- [Cambrian Athletic Association \(CAA\)](#)
- [Student Life Centre](#)
- [Test Centre](#)
- [The Learning Centre \[Tutoring Services\]](#)
- [Wabnode Centre for Indigenous Services](#)
- [Women's Resource Centre](#)

Copyright

Copyright is the exclusive legal right given to a creator to reproduce, publish, sell, or distribute his/her work. All members of the Cambrian community are required to comply with Canadian copyright law, which governs the reproduction, use and distribution of copyrighted materials. This means that the copying, use and distribution of copyright-protected materials, regardless of format, are subject to certain limits and restrictions. For example, activities such as photocopying or scanning an entire textbook or uploading class materials to a course sharing site are prohibited.

See the [Cambrian Library website](#) for additional information regarding copyright and for details on allowable limits.

Audio/Visual Capture

Sounds and images from this class, and contributions made by a participant, virtually or in-person, are recorded under the authority of the *Ontario Colleges of Applied Arts and Technology Act, 2002*. The main purpose of these recordings is to allow students enrolled in the course to review content and engage in activities, whether they attend any given class in person, virtually, or at all. Class recordings are for personal use only and shall not be shared or transferred. Faculty may also review these recordings to prepare for future classes, evaluate students, collaborate in program reviews, or provide feedback to faculty and/or students. Any questions about the use of multimedia recordings may be addressed to your respective Dean.

Equity, Diversity, and Inclusivity

Cambrian is committed to building and preserving an equitable, diverse, and inclusive learning community where students, faculty, and staff may achieve their full potential in an environment characterized by equality of respect and opportunity. All students and employees have the right to live and work in an environment that is free from discrimination and harassment. Therefore, Cambrian College will not tolerate any form of discrimination or harassment in its employment, education, accommodation, or business dealings. For more information, please visit: [Equity, Human Rights, and Accessibility](#).

Prior Learning Assessment and Recognition (PLAR)

Students wishing to have work or life experience that meets course learning outcomes considered for credit through Prior Learning Assessment and Recognition should email the Enrolment Centre at records@cambriancollege.ca.

Transfer Credit

Students wishing to have courses from other programs or institutions assessed for equivalency and/or transfer credit should visit the [Transfer Credits page](#) on the Cambrian website. The student should maintain a copy of this course outline for their records. Students may require this course outline if seeking transfer credits or further studies at other institutions.

Test Proctoring at Cambrian

Many courses include major tests and/or final exams. The practice at Cambrian requires that these types of test situations involve proctoring to ensure academic integrity. Online tests/exams may employ a proctoring services to enable you to take your exam from a location of your choosing within a period specified by your instructor. When you are taking an online test/exam, the proctoring service may capture your video, screen, audio, and web surfing data to protect academic integrity. Cambrian College collects, uses, discloses, and retains personal information in compliance with the *Freedom of Information and Protection of Privacy Act (FIPPA)*. Your personal information is being collected under the authority of the *Ontario Colleges of Applied Arts and Technology Act S.O. 2002, c.8, Sched. F*. This information will be used for the purpose of administering a test/exam through an online proctoring service acting as an authorized agent of the College. Please refer to Cambrian's [Official Student Records Policy](#) for more details. If you have any questions regarding the collection of your

personal information, please contact Vice President Academic, Cambrian College, 1400 Barry Downe Rd., Sudbury ON P3A 3V8, 1-705-566-8101 ext. 6245.