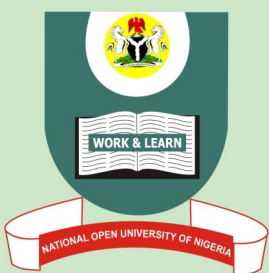


MPA 710

INTERPERSONAL / INTERGROUP RELATIONS



NATIONAL OPEN UNIVERSITY OF NIGERIA

**COURSE
GUIDE****MPA 710
INTERPERSONAL/INTERGROUP RELATIONS**

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Introduction

MPA 710 (Interpersonal/Intergroup Relations) is a semester course work of two-credit hours. It is available for students taking the MPA programme in the School of Business and Human Resources Management. It is broken into 15 study units.

Groups operate in an open system. They relate with other groups. Generally, activities crucial to the group are those that entail interaction with people outside the group.

However, groups form because they are useful. In organizations, groups serve numerous functions. Some of these functions are indirectly beneficial, while others primarily benefit the group members.

This course enables us to understand the purpose of interpersonal relationship. Also, we shall discover the relationship between interpersonal contact and intergroup relations. The decision making of groups and managing their decision making will not be left out.

Course Contents

The course encompasses the concepts of the group, interpersonal and intergroup relationship, how groups are formed, how they function, as well as their cohesiveness, their place in decision making and productivity.

Course Aims

The aims of this course are to acquaint you with the workings of groups in the work place, and the interaction among persons and groups of persons. These aims will be achieved by:

- Explaining the concept of groups and their meaning in the work place,
- Identifying types of group,
- Proffering explanations of how groups are formed and their roles in the work place,
- Outlining how groups become cohesive and how they enhance performance,
- Explaining how group relationships can be managed, improved upon and evaluated,
- Highlighting how conflicts are managed in groups, and
- Detailing the benefits and contributions of groups in the work place.

Course Objectives

At the end of the course, you should be able to:

- Explain what groups are and what they mean in the work place,
- Identify the various types of groups,
- Explain how groups are formed and what roles they play in the work place,
- List how groups become cohesive and how they enhance performance,
- Elaborate how group relationships can be managed, improved upon and evaluated,
- Explain how conflicts are managed within groups, and
- List the benefits and contributions of groups in the work place.

Course Materials

- Course Guide
- Study Units
- Textbooks
- Assignment Guide

Study Units

There are 3 modules and each is carrying 5 units in this course. You should study them very carefully:

Module 1

- | | |
|--------|---|
| Unit 1 | Definitions of Workgroup and Group Dynamics |
| Unit 2 | Interpersonal Dynamics |
| Unit 3 | Types of Groups |
| Unit 4 | Intergroup Composition and Roles (1) |
| Unit 5 | Intergroup Composition and Roles (2) |

Module 2

- | | |
|--------|--|
| Unit 1 | Group Formation and Group Building |
| Unit 2 | Group Development |
| Unit 3 | Group Cohesiveness |
| Unit 4 | Intergroup Cohesiveness and High Performance Norms |
| Unit 5 | Intergroup Decision and Commitment |

Module 3

Unit 1	Managing Group Relationship
Unit 2	Guidelines for Group Productivity Meetings
Unit 3	Group Evaluation and Improvement
Unit 4	Group Conflict Management
Unit 5	Group Benefits and Contributions

The first module unit 1 to unit 3 defines the work group, group dynamics and interpersonal dynamics, and identify types of groups. Units 4 to five examine the composition and roles of groups, while module 2 units 1 to 2 explains group building and development. Units 3 to unit 2 under the last module 3 dwell on the issues of group cohesiveness and performance norms, decision and commitment among groups, managing relationship and productivity. Units 3 to 5 demonstrate how to evaluate and improve group performance, how to manage group conflict and the benefits and contributions of groups in the work place.

Each study unit should take you at least two hours of work and consists of Introduction, Objectives, Main Content, Exercises, Conclusion, Summary and References. There are also Tutor-Marked Questions. You are expected to study the materials, ponder upon them and do the various exercises. You must also supplement these units with wider reading, visiting the Internet, visiting sundry working environments and above all, using other materials like magazines, journals, newspapers, academic/seminar papers and your own creative thinking.

You will notice that some units may be longer than others. This is due to the elements that make up the units. This should not make you spend shorter times on shorter units. Rather, you should use them as opportunities for wider and deeper individual work.

Assignments

There are several assignments, at least two per unit, except for units 4 and 5 which cover one topic. Thus, you have not less than 25 assignments. If you tackle them in earnest, you would have created the platform for proper understanding of the course.

Tutor-Marked Assignment

You are expected to apply what you have learnt in the course units in doing the tutor marked assignments. There is an assignment at the end of each unit. The completed assignments should be submitted to your tutor for grading.

Final Examination and Grading

There will be a final examination at the end of the course.

Summary

Course MPA 710 (Interpersonal/Intergroup Relations) further exposes you to the workings of the group, especially in the perspective of persons working together to achieve set goals, tasks and objectives. Upon successfully completing the course, you would have become conversant with how groups work and their importance in the work place.