

Course # & Title	MPA 809 Management in the Public Sector	
Course Instructor	Gail MacAllister	Email: macallis@queensu.ca
Office	RSH 301B	
Office Hours	Following Class/email	
Format	2020 Fall Remote	
Grading Scheme	Reflection Journal 25%; Paper and Presentation 30%; Conflict Resolution Exercise 25%; Written Assignments 20%	

LEARNING OUTCOMES

1. Examine group and individual behavior in organizations focusing on the use of teams and understand the role of self and team in order to facilitate success with a particular emphasis on equity, diversity and inclusion (EDI) throughout the course.
2. Examine important people skills such as leadership and management to enable self and team to excel in a variety of work environments (focusing on public sector).
3. Apply communication strategies and principles to manage a variety of problem situations that may occur in the workplace, such as conflict resolution and negotiations.
4. Reflect upon the challenges associated with the various levels of the broader public sector and strategize ways in which to encourage collaboration across departments and agencies.
5. Reflect upon past and future personal growth and development opportunities in the role of employee and leader.

COURSE TOPICS

Leadership; EDI in the workplace; Indigenous issues; conflict resolution, public sector; organizational behaviour (for example: motivation, teams, ethics, human relations and human behaviour)

SELECTED COURSE TEXTS & READINGS

Labour and Employment Law (Rootham)
The Future of Self-Representation
Indigenous perspectives Literature
Managing Organizational structure

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