



MASTER COURSE OUTLINE

Prepared By: Deborah Correll

Date: May 2015

COURSE TITLE

Human Relations on the Job

GENERAL COURSE INFORMATION

Dept.: BUS

Course Num: 114

(Formerly:)

CIP Code: 45.9998

Intent Code: 21

Program Code: 505

Credits: 4

Total Contact Hrs Per Qtr.: 44

Lecture Hrs: 44

Lab Hrs:

Other Hrs:

Distribution Designation: General Elective (GE)

COURSE DESCRIPTION (as it will appear in the catalog)

Practical application oriented study of interpersonal skills and attitudes necessary to work with others. Topics included are maintaining professionalism, adapting/coping with change and stress, work ethics, motivation, conflict resolution, team work, diversity, and customer relations.

PREREQUISITES

None

TEXTBOOK GUIDELINES

Human Relations on the Job text as decided by instructor (Example: *Human Relations* by Dalton, Hoyle & Watts)

COURSE LEARNING OUTCOMES

Upon successful completion of the course, students should be able to demonstrate the following knowledge or skills:

1. Increase skills for interacting with fellow workers, employers, and customers,
2. Appreciate their contribution to the economic success of a business as an employee and/or owner
3. Make the transition from classroom to working world/job interaction
4. Maintain professionalism on the job

INSTITUTIONAL OUTCOMES

IO3 ***Human Relations/Workplace Skills:*** Students will be able to demonstrate teamwork and/or workplace specific skills related to human relations.

COURSE CONTENT OUTLINE

1. Human Relations: The Key to Personal and Career Success
 - a. Introduction to human relations
 - b. Factors influencing human relations in organizations
2. Motivation
 - a. Motivational theories
 - b. Motivating yourself and others
3. Creative Problem Solving-Effective Decision Making

- a. Steps in problem solving
- b. Creative problem solving
4. Working within the Organization
 - a. Organization structure
 - b. Chain of command and authority
5. Group Dynamics
 - a. Working in groups
 - b. Group decision making
6. Teamwork & Conflict Resolution
 - a. Team Building
 - b. Effective conflict management strategies
7. Diversity and Intercultural Competence
 - a. Diversity in the workplace
 - b. Thriving in a diverse working environment
 - c. Structure, Culture, and Climate
8. Workplace Expectations
 - a. Etiquette
 - b. Customer service
9. Ethics at Work
 - a. Setting ethical standards
 - b. Solving ethical dilemmas
10. Dealing with Change
 - a. Forces driving change
 - b. Techniques to help cope with change
11. Maintaining Balance
 - a. Responding to personal and work-related stress
 - b. Managing time

DEPARTMENTAL GUIDELINES *(optional)*

The class syllabus must contain course learning outcomes, class environment/expectations/rules, evaluation/grading guidelines, and a disability services statement. A class schedule must be provided to students that contains content covered (text chapters, topics, etc.) and tentative test dates (to include final date/time). These documents should be reviewed with the ACCT/BUS Faculty at least one week prior to class start. If an LMS or software is used for the course, it must be approved by the ACCT/BUS Faculty.

DIVISION CHAIR APPROVAL

DATE