

COURSE OUTLINE

Human Relations

Course Description

BE 109. Human Relations. 3 hours credit. This course will enable the student to recognize the important role personal qualities play in the work environment and to develop the success attitudes, interpersonal skills, and values that are demanded by employers. The student will build personality traits, work habits, thinking and self-management skills through a focused self-improvement program.

Course Relevance

The principles learned in this course will allow the student to assume responsibility for their choices, think proactively in problem solving, and sort and prioritize important from urgent tasks in order to manage their time more efficiently. While the student is encouraged to develop skills and habits that extend beyond the workplace, the curriculum presents these concepts within the framework of employee expectations for the work environment.

Required Materials

O'Neil, S. L. and Chapman, E. N. *Your attitude is showing: a primer on human relations [net effect series]*. (11th ed.). Upper Saddle River, NJ: Prentice Hall.

Supplemental Materials

The student will also need storage media, such as floppy disk or jump drive. Other materials may be used to supplement units.

Learning Outcomes

The intention is for the student to be able to

1. Develop human relation skills in the work environment
2. Demonstrate personal growth in work place habits

Primary Learning PACT Skills that will be DEVELOPED and/or documented in this course

Through the student's involvement in this course, he/she will develop his/her ability in the following primary PACT skill areas:

1. Self-Concept
 - Through the completion of the online career assessment tools or equivalent, the student engages in self-evaluation in regard to self-image, values, attitudes, interests, goals, strengths, and weaknesses
2. Time Management
 - Through timely submission of assignments and recommended bulletin board postings, the student will demonstrate behaviors that are effective in managing one's time.

3. Writing

- Through preparation of written assignments and bulletin postings, the student will create written communications that are appropriate to the situation which express ideas and convey needs.

Secondary skills (developed but not documented):

Reading
Computer Literacy
Internet Use
Critical Thinking
Historical Interpretation

Major Summative Assessment Task(s)

These learning outcomes and the primary Learning PACT skills will be demonstrated by

1. Preparing a presentation on assigned topic and presenting it to the class in a professional manner using communication skills conducive to the work environment
2. Writing a report outlining student's opinion of the results of online career assessment tool results, and his/her self improvement strategies

Course Content

- I. Themes—Key recurring concepts that run throughout this course:
 - A. Personal responsibility
 - B. Self-awareness
 - C. Time management
- II. Issues—Key areas of conflict that must be understood in order to achieve the intended outcome:
 - A. Personal choices
 - B. The significance of understanding the role values play to guide the student in dealing with conflict
 - C. The difference between important and urgent
- III. Concepts—Key concepts that must be understood to address the issues:
 - A. Applying enduring principles with proven value to work and personal situations
 - B. Employer expectations and adherence to accepted norms in order to succeed
- IV. Skills/Competencies—Actions that are essential to achieve the course outcomes:
 - A. Navigate campus Pipeline (e-mail, bulletin boards, and attached files) or similar course management system
 - B. Use of word processing software
 - C. Following instructions
 - D. Clear writing that conveys complete ideas

Learning Units

- I. Assess areas for self improvement
 - A. Aptitude and interests
 - B. Long-term goals and specific short-term objectives
- II. Understanding yourself

- A. Human relations
- B. Developing a positive attitude
- C. Keeping a positive attitude
- III. Relationships with others
 - A. Vertical and horizontal working relationships
 - B. Productivity
 - C. Important working relationships
 - D. Nature of relationships
- IV. Maximizing relationships
 - A. Being a successful team player
 - B. Stress management
 - C. Restoring injured relationships
 - D. Attitudes among culturally diverse co-workers
- V. Building your career
 - A. Succeeding in a new job
 - B. Coping with change
 - C. Absenteeism
 - D. Common human relation mistakes
 - E. Business ethics
 - F. Confidentiality
- VI. Expanding your assets
 - A. Goal setting
 - B. Two routes to the top
 - C. Keeping positive attitude through trials
 - D. Attitude renewal
 - E. Moving to leadership/management
- VII. Student success
 - A. Current issues
 - B. Career visions
 - C. Time management

Learning Activities

Independent learning activities will be assigned to assist the student to achieve the intended course outcomes. The student and instructor interaction, text materials, computerized instruction and web resources will also contribute to the learning process

Grade Determination

Grade determination will be based on assessment tasks, multiple choice exams, quizzes, competency exams, and assignments.