COURSE SYLLABUS

LAST REVIEW	Spring 2021
COURSE TITLE	Human Relations in Business
COURSE NUMBER	BUSN 0108
DIVISION	Math, Science, Business & Technology
DEPARTMENT	Business
CIP CODE	52.0201, 52.0401, 52.1401
CREDIT HOURS	3
CONTACT HOURS/WEEK	Class: 3
PREREQUISITES	None
COURSE PLACEMENT	Students must meet the correct placement measure for this course. Information may be found at: https://www.kckcc.edu/admissions/information/mandatory-evaluation-placement.html

COURSE DESCRIPTION

Human Relations involves the way people interact with the social, organizational, and human elements they encounter in the work environment. Emphasis is placed on the role and foundation of first-line supervision and management factors found in most work environments that have profound effect on the working lives of individuals.

Effective Spring 2005, if you are a Business major, you must have a "C" or better in all business courses to meet the requirements of the business degree program.

PROGRAM LEARNING OUTCOMES

Administrative Office Professional Certificate PLO

1. Perform advanced essential office tasks using a variety of office equipment and technology.
2. Display advanced quality written and oral communication skills in a variety of settings.
3. Compare and choose appropriate management approaches for business situations.

Administrative Office Professional AAS PLO

1. Plan and collaborate with others in ways that contribute to the organization's goals.
2. Use critical thinking skills to analyze, prioritize, develop, write, and create business documents.
3. Describe how to develop people to become more effective in workplace roles.

TEXTBOOKS
http://kckccbookstore.com/

METHODS OF INSTRUCTION
A variety of instructional methods may be used depending on content area. These include but are not limited to: lecture, multimedia, cooperative/collaborative learning, labs and demonstrations, projects and presentations, speeches, debates, panels, conferencing, performances, and learning experiences outside the classroom. Methodology will be selected to best meet student needs.

COURSE OUTLINE
I.   Understanding Behavior, Human Relations, and Performance
II.   Personality, Stress, Learning, and Perception
III.   Attitudes, Self-Concept, Values, and Ethics
IV.   Time and Career Management
V.   Interpersonal Communications
VI.   Organizational Structure and Communication
VII.   Dealing with Conflict
VIII.   Leading and Trust
IX.   Motivating Performance
X.   Ethical Power and Politics
XI.   Networking and Negotiating
XII.   Team Dynamics and Leadership
XIII.   Teams and Creative Problem Solving and Decision Making
XIV.   Organizational Change and Culture
XV.   Valuing Diversity Globally

COURSE LEARNING OUTCOMES AND COMPETENCIES
Upon successful completion of this course, the student will:
A. Be able to understand and explain how the study of human relations helps support career success, personal growth, and increased work-life balance.
   1. Be able to identify and explain why human relations skills are important.
   2. Be able to describe the relationship between behavior, human relations, and organizational performance.
   3. Be able to analyze use of time and implement time management techniques to improve efficiency.

B. Be able to assess and describe personal learning styles, self-esteem, values and attitudes.
   4. Be able to describe the four learning styles and identify a personal preferred learning style.
   5. Be able to identify self-concept and how it affects behavior, human relations, and performance.

6. Be able to examine how personality traits and attitudes, moral development, and the situation affect ethical behavior.

C. Be able to understand, explain, and apply various strategies for working with others and resolving conflict.
7. Be able to analyze listening skills and implement effective listening strategies to improve listening.
8. Be able to demonstrate giving and receiving constructive feedback.
9. Be able to determine preferred conflict management style and explain how to resolve conflict.

D. Be able to develop and explain leadership skills and strategies that influence the performance of self and others.
10. Be able to explain what leadership is and how it affects behavior, human relations, and performance.
11. Be able to identify strongest and weakest dimensions of trust at work.
12. Be able to develop plan to improve personal trustworthiness.
13. Be able to explain the motivation process and develop a workplace motivation plan.
14. Be able to identify techniques to develop effective human relations with superiors, subordinates, peers, and members of other departments.
15. Be able to conduct a networking interview.

E. Be able to describe and understand the impact of special challenges in human relations.
16. Be able to explain the six components of team dynamics and how they affect team performance.
17. Be able to describe three decision-making styles and know which style is preferred.
18. Be able to discuss why people resist change.
19. Be able to develop a plan to overcome resistance to change.
20. Be able to explain the relationship between organizational culture, climate, and development.
21. Be able to list seven areas of global diversity and give examples of differences.

ASSESSMENT OF COURSE LEARNING OUTCOMES AND COMPETENCIES
Student progress is evaluated through both formative and summative assessment methods. Specific details may be found in the instructor's course information document.

COLLEGE POLICIES AND PROCEDURES
Student Handbook

https://www.kckcc.edu/files/docs/student-resources/student-handbook-and-code-of-conduct.pdf

College Catalog
https://www.kckcc.edu/academics/catalog/index.html

College Policies and Statements
https://www.kckcc.edu/about/policies-statements/index.html

Accessibility and Accommodations
https://www.kckcc.edu/academics/resources/student-accessibility-support-services/index.html.