

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Outline: HUMAN RELATIONS

Code No.: BUS 114

Program: OFFICE ADMINISTRATION

Semester: ONE

Date: SEPTEMBER, 1987

Author: ROSE CAICCO

New: _____ Revision: X

APPROVED: *R. Montali*
Chairperson

Sept 87
Date

HUMAN RELATIONS

BUS114

Course Name

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GENERAL:

Since we spend about one-third of our daily lives at work and countless other hours in a variety of group environments, the subject of Human Relations is very important to all of us. The day-to-day problems we face at work and our individual or group success often depends on Human Relations.

This course is designed to present an overview of the major psychological concepts and techniques which are important to the individual worker to attain good performance and personal satisfaction. Some of the topics to be covered include; communications, morale motivation, leadership, human nature stress/tension, conflict, etc.

OBJECTIVES:

1. To introduce students to some aspects of Human Relations as they apply to today's business and other organizations.
2. To help students develop skills and confidence in dealing with people.
3. To explain some of the theories of motivation including; McGregor's Theory "X" and "Y" , Herzberg's Two-factor theory, and Maslow's Need Theory.
4. To help students identify and cope with office politics and associated problems.
5. To help students develop the skills required to deal with problems and situations often encountered at work.
6. To assist students in developing self-help skills in order to help them succeed in their chosen careers.

METHODOLOGY:

A variety of methods will be employed to cover the course content. These will include; lecture, discussions, case studies, video and film presentations and role playing. Emphasis will be placed upon interaction. Students will be required to read and understand the relevant chapters of the text and other required readings. Students will also be given assignments throughout the course.

EVALUATION & MARKING:

Students will be evaluated on the following basis:

- tests 90%
- assignments and class participation 10%

Dates of tests will be announced approximately one week in advance.

If a student is not able to write a test because of illness or other legitimate emergency, that student must contact the instructor prior to the test and provide an explanation which is acceptable to the instructor. (Medical certificates or other appropriate proof may be required.) In all other cases, the student will receive a mark of zero for that test. **THERE WILL BE NO REWRITES OF ANY INDIVIDUAL TEST.**

FINAL GRADE:

The final grade will be based on the following scale:

- A - 85- 100%
- B - 70- 84%
- C - 60- 69%
- R - below 60%

Each student must meet the following requirements in order to complete this course successfully:

1. Must complete, in a fashion acceptable to the instructor, all projects and other assignments.
2. Must have an overall mark of 60%. This mark includes all work in the semester.

Students who are not successful in achieving the minimum overall mark of 60% may be allowed to write a supplemental test, in limited circumstances.

A student with a final mark of 50% to 59% may apply to the instructor for permission to write a supplemental test which will be based on work from throughout the semester. The instructor may allow the student to write the supplemental test based on the student's attitude, participation in class and provided that the student has attempted all semester tests and given some indication of potential success on a supplemental test.

It is the responsibility of any student in this category to apply to write the supplemental test immediately when the final grades are posted.

A final grade of "C" will be assigned to any student who successfully completes the supplemental test.

In all other instances, students with a final mark of less than 60% will have to repeat the course.

RESOURCE MATERIAL:

Principal Text: Effective Business Psychology by Andrew J. DuBrin, 2nd edition, Prentice-Hall, 1985.