

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY  
SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Title: HUMAN RELATIONS  
Code No.: BUS114-4  
Program: OFFICE ADMINISTRATION - EXECUTIVE AND LEGAL  
Semester: III  
Date: SEPTEMBER, 1989  
Author: PHIL LEMAY

New: \_\_\_\_\_ Revision: X

APPROVED: *Phil Lemay*  
Chairperson

Sept '89  
Date

HUMAN RELATIONS

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**PHILOSOPHY/GOALS:**

The purpose of this subject is to provide the student-worker with some knowledge of the concepts of applied psychology at play in the work environment.

**METHOD OF INSTRUCTION:**

Reading assignments, lectures, discussion, case studies, articles and tests. Student is responsible for content of chapter and lectures.

**ARTICLE** - is defined as: the topic may be about a case which actually took place in the courts, or about a set of circumstances that has actually occurred, but in either situation, the information about it was reported in a NEWSPAPER MAGAZINE, or some other PUBLICATION, reference to which was made in class, or was in fact read by or to the class. However, it does not include cases or examples in the text or mentioned in explanation by the instructor or student, not in a publication. A number of articles will be placed in the library, in advance of a topic, students are required and responsible for the details in each.

**GRADING:**

The student's grade will be determined by the administration of tests to be given on the completion of each section. Tests will be a combination of multiple choice and short essay. Test papers will be returned to the students after grading in order to permit verification of the results and to review the test. However, the students will be required thereafter to return the test papers to the instructor.

**GRADE INTERPRETATION:**

A letter grading of A, B, C, I or R will be used to indicate the achievement or value of the student's work.

**A+** is 96% or more

**A** - This grade means that the student has an exceptional understanding of and or ability with which the portion of the subject assessed, to such an extent that he/she has a complete or near complete grasp or ability with the material or work and thus understands **more than eight-five percent** of the work tested.

**B** - This grade means that the student has a high degree of understanding of and or ability with the portion of the subject assessed and thus understands **more than seventy percent** or able to perform more than seventy percent of the work tested.

- C - This grade means that the student has a basic understanding of all the elementary essentials of the portion of the subject assessed, and or able to perform all the basic elementary essentials or the work tested and thus understands more than fifty-eight percent or able to perform more than fifty-eight percent of the work tested.
- I - In tests and assignments this grade means that the student has not successfully demonstrated a basic elementary understanding of the material assessed to achieve a "C" grade, and the results of this assessment therefore, will be weighed as a zero\* in the calculation of the final average grade of all the tests, etc.
- R - This grade means that the student has not achieved a minimum of a "C" grade in the final average calculation of all his tests, etc. or has demonstrated a lack of serious intention in acquiring a basic understanding of the material during the semester.

\*NOTE: THIS MEANS THERE WILL BE NO MAKE-UP TESTS, ETC.

**SPELLING:**

Correct spelling and grammar in all test papers and written submissions are essential to effectively communicate proof of understanding of the subject content. Any serious frequency of spelling errors, particularly of subject terminology or of grammar errors will probably reduce the receiver's or markers ability to accurately interpret the communications, and thus should be avoided, and may also therefore justify the lowering of the mark by one grade or more, and even possibly the granting of an "I" grade.

**PUNCTUALITY:**

Classes will commence on time, that is, precisely on the hour; students are expected to be in class beforehand. Anyone not present as aforesaid will be refused entry. Tardiness causes interruption in the class process and is therefore, thereby prohibited. If a student foresees circumstances that may result in being late, the student should discuss these situations with the instructor and flexibility can be agreed upon.

**TEXTBOOK(S):**

The Practice of Supervision, A. Dubrin - **Not Compulsory**  
or Human Relations, 3rd edition, by A.J. Dubrin

**RECOMMENDED READINGS:**

1. Any Psychology Text
2. "Psychology Today" periodical in College Library
3. "How to Win Friends and Influence People", D. Carnegie - any library
4. "Understanding Body Talk", E.M. McCough (see instructor)
5. "Business Horizons" - December 1980  
Topic: Games Executives Play, Politics at Work,  
p. 7 - V. Murray - Periodical in College Library
6. Various newspaper and magazine articles referred to in class.

**LENGTH OF COURSE:** Three, fifty-minute sessions per week, for one semester.

**MISS A TEST!**

If a student misses a test, it is the student's responsibility to contact the instructor in the first class the student has with the instructor after the test, or upon returning to the College, and make arrangements to take the test. The student, of course, must have a valid reason for not writing the test in the first instance.

If the student fails to contact the instructor within a reasonable time, the student may be refused the opportunity to take the test at a later time. If the student is to write the test, it will be either a multiple choice type or essay type test, at the discretion of the instructor.

ITEM	CHAPTER	TOPIC
1	2	Introductory remarks, definition of business psychology and organizational behaviour, general application, common sense; basics of human behaviour perception, learning methods, motives, values. Physio-psychological theories. Articles. Case problem.  <b>TEST</b>
2	9	Communications. The process of how it influences behaviour, barriers, suggestions for improvement. Articles. Case problem.  <b>TEST</b>
3	5	Office politics, definition, why it exists, how to utilize, influencing supervisor, self survey. Articles. Case problem.  <b>TEST</b>
4	Extra no specific Chapter	Getting along with co-workers, office politics on your peers, seven strategies suggested, basis behind article. Case problem.  <b>TEST</b>
5	13	Difficult people, who they are, strategies and concepts to deal with, approaches to changing behaviour. Games played.  <b>TEST</b>
6	12/20	Stress and Tension. Definition, sources of stress, good and bad sides, reactions to, strategies on how to cope. Articles. Case Problem.  <b>TEST</b>

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ITEM	CHAPTER	TOPIC
<hr/> <b>Time remaining:</b>		
7	3	Groups. Worker involvement, benefits, kinds, advantages, disadvantages, influence of an individual, group think. Case.
<b>TEST</b>		
8	Final Session	Review, discussion, assessment. Return of Test.

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