



BUS 114

HUMAN RELATIONS

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

GENERAL

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

HUMAN RELATIONS

Course Outline:

BUS 114

Code No.:

SECRETARIAL ARTS

Program:

ONE

Semester:

1985 06 10

Date:

JOE LUCCHETTI

Author:

New: X

Revision:

APPROVED:

Chairperson

85-06-14 Date

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.

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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:

- three tests 80%
- assignments, class participation and quizzes 20%

Dates of tests will be announced approximately one week in advance. Quizzes may or may not be announced 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:

- 85% and over - "A"
- 70% to 84% - "B"
- 60% to 69% - "C"
- 59% or less - "R"

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 write all tests and successfully complete at least two of the three tests. This means a minimum mark of 60% on each test.
3. 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.

- Support Material:
1. Practical Human Relations by Robert M. Fulmer
Irwin Inc. 1977
 2. Applied Human Relations by Jack Halloran
Prentice-Hall, 1978

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Course Outline - Weekly Schedule

Subject to change, the following is the proposed weekly schedule of the topics to be included in this course. They are not necessarily the only topics to be taught, but rather the major areas to be covered and are presented to indicate the overall, general direction of the course.

<u>WEEK</u>	<u>SUBJECT</u>	<u>REQUIRED READINGS</u>
1	<u>Foundations of Business Psychology</u> -what is it? -different types of psychology -psychology and common sense	Chapter 1
2	<u>Massey Tapes #1 and #2</u> -what you are is where you were when (C320 - C321)	
3	<u>General Principals of Human Behaviour</u> -perception and influence -how people learn -theories of motivation	Chapter 2
4	<u>Individual differences & Work Behaviour</u> -individuals and work performance -personality traits -interests and job satisfaction -improving learning	Chapter 3
5	<u>Understanding Yourself</u> -learning about yourself -feedback from various sources -self-esteem and job performance -self-confidence	Chapter 4
6	<u>Communicating with People</u> -communication process -formal and informal communication -non-verbal communication -overcoming barriers -listening skills -nonverbal skills -writing skills -transactional analysis -(possible tape C 20)	Chapter 15
7	<u>Motivating Others and Yourself</u> -definition of motivation -expectation	Chapter 5

- behaviour modification
 - money & other motivators
 - (possible tapes C 322 ® C 64)
- 8 Goals and Human Behaviour Chapter 6
- setting various goals for various reasons
- Solving Problems & Making Decisions Chapter 7
- stages of decision making
 - intuition and decision making
 - creativity in decision making
 - political aspects of decision making
- 9 Management Stress and Burnout Chapter 8
- what is stress?
 - physiology and symptoms
 - personality factors and stress
 - burnout
 - managing stress
- 10 Management Conflict & Frustration Chapter 9
- why conflict exists
 - conflict - good and bad
 - resolving conflict
 - capitalizing on your anger
- 11 Getting Along with Co-workers Chapter 10
- building relationships
 - constructive disagreement
- Adjusting to the Organization Chapter 11
- formal and informal rules
 - business etiquette and manners
 - a team player
 - overcoming shyness
- 12 Dealing with Counter-productive People Chapter 12
- influence process
 - confronting difficult people
 - criticizing constructively
 - games people play
- 13 Working within a Group Chapter 13
- why groups are important
 - formal and informal groups
 - being a group member can help
 - problems created by groups
 - group decisions
 - conduct at a meeting
- 14 Leading & Influencing Others Chapter 14
- what is leadership?
 - leadership position and you

- use of power
- characteristics of effective leaders
- leadership styles
- developing leadership potential

- 15 Improving Your Personal Productivity Chapter 16
- procrastination
 - proper attitudes and values
 - developing skills
- 16 Achieving a Satisfying & Rewarding Career Chapter 17
- contributors to satisfaction
 - finding an occupation
 - job hunting
 - a job interview
 - career advancement
 - career switching
- 17 Review

NOTE:

Additional readings will be assigned as the course progresses.

THE ABOVE SCHEDULE IS SUBJECT TO CHANGE.

