

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

COURSE OUTLINE

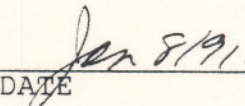
COURSE TITLE: HUMAN RELATIONS

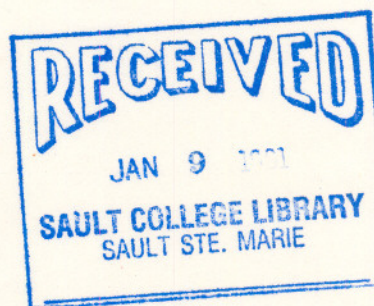
CODE NO.: BUS 223-2 SEMESTER: 4

PROGRAM: FORESTRY

AUTHOR: KEVIN PEVATO

DATE: JANUARY 1991 PREVIOUS OUTLINE DATED: JULY 1987

APPROVED:  DEAN  DATE



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TOTAL CREDIT HOURS: 32

I. PHILOSOPHY/GOALS:

Human Relations (Organizational Behaviour) is the study of and application of principles to help organizational members - workers, supervisors, and managers - be effective at their jobs.

We live in a society built around organizations (i.e., job, church, sports, etc.). Working in these organizations means having to work for other people, work with other people, or supervise other people. As supervisors or managers in charge of people and tasks, we need to understand how people react. If our goal is to be effective leaders, we need to understand the principles of human relations.

The following list outlines the principles of study in this course:

- Individual and Group Behaviour
- Motivation
- Leadership
- Communication
- Conflict Management
- Management of Change
- Evaluating and Rewarding Performance
- Working with Unions

As this course evolved from the topic of "foremanship", this course will centre discussions around front-line supervision. Theories and case studies will be utilized to increase the student's awareness of the intricacies of supervising people.

II. STUDENT PERFORMANCE OBJECTIVES:

Upon successful completion of this course, the student will:

1. Discuss the concepts of individual and group behaviours.
2. Discuss motivational theories as they relate to motivating workers.
3. Define leadership and relate theory to practical experiences.

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II. STUDENT PERFORMANCE OBJECTIVES: (cont'd)

4. Discuss the importance of effective communication with subordinates and managers.
5. Discuss methods of conflict resolution.
6. Discuss how to deal with change.
7. Discuss the evaluation and reward of performance.
8. Discuss the interaction with unions in the work place.

The student may also demonstrate these skills during class discussion and exercises throughout the course.

III. TOPICS TO BE COVERED:

Part I - Introduction

Introduction
Individual Behaviour
Motivation

Part II - Interpersonal Aspects of Human Relations

Leadership
Communications
Group Dynamics/Teamwork/Quality Circles

Part III - Organizational Aspects of Human Relations

Conflict Management
Evaluating and Rewarding Performance
Management of change
Working with Unions

Part IV - Summary

Future Directions of Human Relations

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IV. EVALUATION METHODS:

The student's performance in the course will be assessed on the following basis:

Case Study	20%
Midterm Test	25%
Final Exam	35%
Class Participation	15%
Attendance	5%

Letter grades will be assigned on the following basis:

A = 80% or better
B = 70-79%
C = 60-69%
R = less than 60%

Students having a final grade of R, with a mark of at least 55%, may be permitted to write a supplemental exam.

VI. REQUIRED STUDENT RESOURCES

Managing Human Relations, Concepts and Practices, Robert E. Callahan and C. Patrick Fleenor.

VII. ADDITIONAL RESOURCE MATERIALS IN THE COLLEGE LIBRARY BOOK SECTION:

Steinmetz, L.L., Todd, H.R., (1979)
First Line Management: Approaching Supervision Effectively.
Business Publications Inc., Dallas, Texas

Patten, Thomas H., (1968)
The Foreman: Forgotten Man of Management
American Management Association, U.S.A

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VII. ADDITIONAL RESOURCE MATERIALS IN THE COLLEGE LIBRARY BOOK SECTION: (CONTINUED)

McGregor, Douglas, (1966)
Leadership and Motivation
The M.I.T. Press, Cambridge, Massachusetts.

Black, J.M., and Black, V.T., (1967)
The Front-Line Manager's Problem Solver
McGraw-Hill Book Company, New York, New York.

Hodgetts, R.M., (1980)
Modern Human Relations
The Dryden Press, Hinsdale, Illinois.

DuBrin, Andrew, J., (1987)
The Practice of Supervision
Business Publications Inc., Plano, Texas.

VIII. SPECIAL NOTES:

Students with special needs (e.g. physical limitations, visual impairments, hearing impairments, learning disabilities) are encouraged to discuss required accommodations confidentially with the instructor.

Your instructor reserves the right to modify the course as he/she deems necessary to meet the needs of students.