

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

COURSE OUTLINE

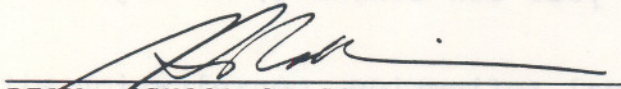
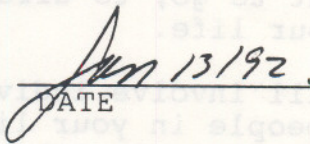
COURSE TITLE: HUMAN RELATIONS

CODE NO.: BUS 223-2 **SEMESTER:** IV

PROGRAM: FORESTRY/WATER RESOURCES/PULP & PAPER/ENVIRONMENTAL

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DATE: JAN. 1992 **PREVIOUS OUTLINE DATED:** JAN. 1991

APPROVED:  

DEAN, SCHOOL OF SCIENCES & NATURAL RESOURCES DATE

HUMAN RELATIONS

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TOTAL CREDIT HOURS: 32

PREREQUISITE(S): NONE

I. PHILOSOPHY/GOALS:

Human relations is the art of interacting with people. Who are the people? You and me, we are the people! If you and I work together on a one-to-one basis, we must learn how to interact effectively with each other, if we are to get the job done. Likewise, if you work with a group, you must learn how to work with those people. Before I can interact effectively with you, I must be able to communicate with you. Before I can communicate with you, I must get to know and understand you. I must know where you are coming from as a human being. I must walk a mile in your shoes before I can understand you. Before I can know and understand you, I must first know and understand myself.

The purpose of this course, therefore, is to increase your understanding of people in the workplace, who, what, where, why, when and how they work.

The ability to direct your own learning is an important skill to develop. If you are a resourceful person, you will not wait for opportunities. If you are a successful person, you will create your own opportunities to learn. This course is designed to help you to get where you want to go, to direct your own learning, to begin to take control of your life.

The course will involve individual reflection, consultation with significant people in your life, working with groups and community activities. We live together on this planet earth. We need to learn how to live and work in communion with each other and our environment. Let's take the first step together. Look at this course as time for you. You deserve it.

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II. STUDENT PERFORMANCE OBJECTIVES:

Upon successful completion of this course the student will:

1. Plan and put into practice a personal learning program.
2. Direct own learning - understand the learning process, identify own learning style and begin to learn how to direct own learning, using this experience to help others to direct their own learning.
3. Communicate effectively - be aware of the importance of and be reasonably capable of communicating clearly and concisely with other people in a variety of situations.
4. Motivate others - understand what motivates self and other people to work, be reasonably capable of helping others to identify reasons for working, and create a learning environment where others will learn.
5. Resolve conflict with others.
6. Teach or train others - understand the basics of teaching techniques, use of teaching aids, demonstrate ability to train others in use of a piece of equipment, design a learning experience and teach a small group of people.
7. Lead others - understand various styles of leadership, identify own leadership styles and demonstrate personal style in a teaching situation.
8. Evaluate others - understand the process of self-evaluation, conduct a self-evaluation of learning, conduct a self-evaluation of performance on the job and learn how to give constructive feedback to others.

III. TOPICS TO BE COVERED:

- UNIT 1: Preparation for My Human Relations Course
- UNIT 2: Direct Own Learning
- UNIT 3: Communicate Effectively
- UNIT 4: Motivate Others
- UNIT 5: Resolve Conflict
- UNIT 6: Teach or Train Others
- UNIT 7: Lead Others
- UNIT 8: Evaluate Performance

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IV. LEARNING ACTIVITIES:

II. STUDENT PERFORMANCE OBJECTIVES:

Upon successful completion of this course the student will:

- | | | |
|----|---|-----------------|
| A. | Make a learning contract | 1,2,3,4,6,8 |
| B. | Conduct an interview | 1,2,3,4,7,8 |
| C. | Conduct self appropriately as an interviewee | 1,2,3,4 |
| D. | Demonstrate negotiation skills in an interview and a conflict situation | 1,2,3,4,5,6,7,8 |
| E. | Demonstrate problem solving skills | 1,2,3,4,5,6,7,8 |
| F. | Design a learning experience | 1,2,3,4,5,6,7 |
| G. | Teach a group of people | 1,2,3,4,5,6,7,8 |
| H. | Train personnel to use a piece of forestry equipment using practical demonstration techniques | 2,3,4,5,6,7,8 |
| I. | Lead a discussion | 2,3,4,5,6,7,8 |
| J. | Conduct a meeting | 2,3,4,5,6,7,8 |
| K. | Promote a product/service | 1,2,3,4,5,6,7,8 |
| L. | Evaluate job performance | 1,2,3,4,5,6,8 |

III. TOPICS TO BE COVERED:

- UNIT 1: Preparation for My Human Relations Course
- UNIT 2: Direct Own Learning
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- UNIT 4: Motivate Others
- UNIT 5: Resolve Conflict
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HUMAN RELATIONS ACTIVITIES:

BUS 223 is a very practical course, it is designed to create situations where the student has several opportunities to practice the art of human relations.

EXAMPLE:

Each student will be required to teach a class of elementary school children about some aspect of natural resources. In order to do this activity, the student must use all of his/her human relations skills (as listed under student performance objectives). A given student will already possess certain skills. Other skills must be learned during the course.

PROCESS:

Student must do the following:

1. Identify the elementary school and determine the name of the principal.
2. Contact the principal by phone and set up an interview.
3. Meet with the principal and sell the idea.
4. Identify an interested teacher.
5. Meet with teacher and negotiate possibilities.
6. Get to know prospective audience (the class to be taught)
7. Design a learning experience.
 - a. create a meaningful environment
 - b. diagnose needs of learner
 - c. translate needs into learning objectives
 - d. integrate elementary school teachers objectives with student teachers objectives
 - e. select appropriate methods to meet objectives
 - f. design meaningful learning experience
 - g. test it: get feedback from elementary school teacher and professor prior to presentation
 - h. facilitate and monitor learning
 - communicate
 - motivate
 - i. evaluate learning:
 - self-evaluation
 - class feedback
 - elementary school teacher
 - professor
8. Follow up - what content and delivery will be changed or improved next time.

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V. EVALUATION METHODS:

Evaluation will be on the basis of:

- a) student self-evaluation
- b) group/community evaluation
- c) teacher evaluation

Criteria for evaluation:

- a) completion of stated objectives in learning contract
- b) two student/teacher interviews
- c) class participation
- d) attendance - 90% of all classes

Each student will contract for a given grade. Individual students and teacher will decide on what constitutes adequate performance. The student will demonstrate ability in the stated competencies by completing all of the stated objectives.

VI. REQUIRED STUDENT RESOURCES:

- BUS 223 Human Relations Study Guide

VII. 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.