

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE	<u>Human Relations</u>
CODE	<u>Bus 114</u>
PROGRAM	<u>Office Administration</u>
SEMESTER	<u>Winter 1997</u>
DATE	<u>January 1997</u>
PREVIOUS OUTLINE	<u>January 1996</u>
Professor	<u>Larry Little</u>

APPROVED: *Joseph C. Fucilla*
DEAN, SCHOOL OF
BUSINESS & HOSPITALITY

97 01 07
DATE

I. COURSE DESCRIPTION

Success in any position involving interaction with people requires both functional and generic skills and competencies.

This course will provide the participant with the opportunity for the improvement and enhancement of their interpersonal skills through the application of a framework for interpersonal skills training, knowledge and practice.

II. LEARNING OUTCOMES AND ELEMENTS OF PERFORMANCE

A. LEARNING OUTCOMES

1. Describe a framework for interpersonal skills training.
2. Demonstrate an understanding of individual differences, how and why people respond to situations based on their personal characteristics.
3. Outline the process of interpersonal communications and relate this to work.
4. Demonstrate conflict resolution in several case scenarios.
5. Participate effectively as a member of a team.
6. Demonstrate an understanding of leadership and the qualities of effective leaders.
7. Explain the political skills that can enhance personal success.
8. Demonstrate the application of customer service skills in a given scenario.
9. Demonstrate by means of regular attendance, participation, respect for fellow students and equipment, a willingness to assume the responsibility of employment.

B. Learning Outcomes and Elements Of Performance

Upon successful completion of this course, the student will be able to:

Outcome 1: *Describe a framework for interpersonal skills training.*

Elements of performance

- i) Explain how interpersonal skills are learned.
- ii) Outline a model for interpersonal skill improvement.

- iii) Pinpoint your own needs for improvement in interpersonal relations.

This learning outcome will constitute 6% of the course's grade.

Outcome 2: *Demonstrate an understanding of individual differences, how and why people respond to situations based on their personal characteristics.*

Elements of performance

- i) Discuss the individual differences among people we will deal with on the job.
- ii) Explain how your personality, mental ability, and values differ from others.
- iii) Demonstrate how to relate to individuals with differing personalities; mental abilities: and values.

This learning outcome will constitute 6% of the course's grade.

Outcome 3: *Outline the process of interpersonal communications and relate this to work.*

Elements of performance

- i) Describe the steps in the communication process.
- ii) Recognize non-verbal communication and plan to improve your non- verbal communication skills.
- iii) Demonstrate effective listening skills, and an understanding of communication barriers and how to overcome them.
- iv) Discuss techniques for improving cross-cultural relations and valuing diversity.

This learning outcome will constitute 12% of the course's grade.

Outcome 4: *Demonstrate the art of conflict resolution in several case scenarios.*

Elements of performance

- i) Recognize your preferred method of resolving conflicts.
- ii) Specify why so much interpersonal conflict exists in organizations.
- iii) Identify the five modes of handling conflict.
- iv) Demonstrate effective techniques for resolving conflicts and negotiating.
- v) Discuss sexual harassment in the workplace.

This learning outcome will constitute 6% of the course's grade.

Outcome 5: *Participate effectively as a member of a team.*

Elements of performance

- I) Describe the work of teams in organizations.
- ii) Identify the various roles of team members.
- iii) Demonstrate the application of people -related tactics and task - related tactics in effective teams.
- iv) Discuss the general approach to group problem solving.
- v) Apply techniques such as brainstorming, nominal group technique etc...

This learning outcome will constitute 12% of the course's grade.

Outcome 6: *Demonstrate an understanding of leadership and the qualities of effective leaders.*

Elements of performance

- I) Identify key leadership traits, attitudes, and behaviours for personal development.
- ii) Discuss the aspects of team leadership.
- iii) Explain the concept of motivation , how and why people are motivated.
- iv) *Describe your responsibility of helping others, being a mentor, and a role model.*
- vi) *Explain a leader's role in the coaching and training of employees.*
- vii) *Discuss tactics for dealing with difficult people .*

This learning outcome will constitute 18% of the course's grade.

Outcome 7: *Explain the political skills that can enhance personal success.*

Elements of performance

- I) Demonstrate an understanding of impression management and business etiquette.
- ii) Explain how to use political tactics to achieve your goals.
- iv) Recognize the importance of ethical behavior for establishing and maintaining good interpersonal relationships in organizations.

This learning outcome will constitute 12% of the course's grade.

Outcome 8: *Demonstrate the application of customer service skills in a given scenario.*

Elements of performance

- I) Describe general principles and guidelines for satisfying customers.*
- ii) Outline strategies and tactics for dealing with customer dissatisfaction.*

This learning outcome will constitute 6% of the course's grade.

Outcome:9 *Demonstrate by means of regular attendance, punctuality, respect for fellow students as well as equipment, a willingness to assume the responsibility of employment.*

Elements of performance

- I) Be present for all scheduled classes prior to the taking of attendance.*
- ii) Provide a reasonable excuse to the professor for being absent from a class*
- iii) Provide a written statement to the professor for absence from a test or late assignments.*
- iv) Demonstrate mature behaviour at all times*
- v) Actively participate in all course assignments and class discussions.*

This learning outcome will constitute 10 % of the course's grade.

III REQUIRED RESOURCES, TEXTS, and MATERIALS

TEXT: Human Relations, Interpersonal Job-Oriented Skills
Sixth Edition, Andrew DuBrin, Prentice Hall

IV EVALUATION PROCESS/GRADING SYSTEM

Method of Assessment

Students will be assessed on the basis of their test scores, assignments and participation. The following letter grades will be assigned in accordance with Business Department guidelines.

A+	Consistently Outstanding	(90%-100%)
A	Outstanding Achievement	(80%-89%)
B	Above Average Achievement	(70%-79%)
C	Satisfactory Achievement	(60%-69%)

- R Repeat- the student has not achieved the course objectives and the course must be repeated
- X A temporary grade limited to situations with extenuating circumstances, giving students additional time to complete course requirements.

Tests

Tests will constitute 78% of the grade. Assignments will constitute 12% of the grade and participation 10% of the grade.

The tests will be administered during the term as follows:

Test 1: Learning Outcomes # 1, 2,3,4 Chapters 1,2,3,7,4

Test 2: Learning Outcomes # 5,6 Chapters 5,6,8,9,10

Test 3: Learning Outcomes #7,8 Chapters 11,13,12

Assignments

All students will be required to complete one assignment during the course of the term. Late assignments will be penalized one grade per day late. Cases and guidelines will be given out during the second week of class.

V SPECIAL NOTES

- a) Attendance is critical to the participant's success in this course.
- b) Your instructor reserves the right to modify the course as he/she deems necessary to meet the needs of the students.
- c) Students with special needs are encouraged to discuss required accommodations confidentially with your instructor and or the special needs office so that support services can be arranged for you.