

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

COURSE OUTLINE

COURSE TITLE: HUMAN RELATIONS  
COURSE CODE: BUS114  
PROGRAM: OFFICE ADMINISTRATION  
SEMESTER: WINTER 1998  
DATE: JANUARY 5, 1998  
AUTHOR: ROSE M. CAICCO, Ph. D.

Office: A-2060 (No. 2)  
Phone: 759-2554, ext. 679  
E-mail: rose.caicco@saultc.on.ca

NEW: \_\_\_\_\_

REVISION:  X

APPROVED: Joseph C. Favelton  
DEAN

DATE: Jan 5/98

TOTAL CREDITS: 3  
PREREQUISITES: none  
LENGTH OF COURSE: 3 hrs/wk

## 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 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.

**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.

**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.

**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

**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, etc.

**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.
- v) Explain a leader's role in the coaching and training of employees.
- vi) Discuss tactics for dealing with difficult people.

**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.
- iii) Recognize the importance of ethical behavior for establishing and maintaining good interpersonal relationships in organizations.

**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.*

**Outcome 9:** *Demonstrate by means of regular attendance, punctuality, and respect for fellow students, 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 an acceptable reason to the professor for being absent from a class
- iii. Provide a written statement to professor for absence from a test or late assignments.
- iv. Demonstrate mature behaviour at all times, including proper decorum in class
- v. Actively participate in all course assignments and class discussions.

**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. |            |

## FINAL GRADE

Students will be evaluated on the following basis:

3 Tests	75%*
Assignments	15%
Attendance & participation	<u>10%</u>
<b>TOTAL</b>	<b>100%</b>

\*Test 1 –Chapters 1-4

Test 2 –Chapters 5-8

Test 3 –Chapters 9-13

**Missed tests will be written at the end of the semester. Students will not be allowed to write more than two missed tests. There will be no rewrites of individual tests or assignments.**

**Tests will include any supplementary materials presented by the professor or guest speakers.**

## Assignments

*All students will be required to complete one assignment during the course of the term. Late assignments will be penalized one percentage point per day /ate. Guidelines will be given out during class.*

## V SPECIAL NOTES

- Attendance is critical to the participant's success in this course.
- The professor reserves the right to modify the course as deemed necessary to meet the needs of students.
- Students with special needs are encouraged to discuss required accommodations confidentially with the professor and/or the special needs office (E1204) so that support services can be arranged.

## PLAGIARISM/ACADEMIC DISHONESTY

Students should refer to the definition of “academic dishonesty” in the Student Rights and Responsibilities.

Students who engage in academic dishonesty will receive an automatic failure for that submission and/or such other penalty, **up to and including expulsion from the course. This will apply to any and all parties.**