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

COURSE OUTLINE

Course Outline:	FOOD AND BEVERAGE MANAGEMENT
Cocle No.:	HMG 232
Program:	HOTEL & RESTAURANT MANAGEMENT
Semester:	III
Date:	SEPTEMBER, 1987
Author:	K. SIEBERTZ

New: Revision:

APPROVED:

Chairperson

Lept 1

HUMAN RELATIONS

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. Guest speakers may be scheduled as well.

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

	Motivating Others and Yourself -definition of motivation -expectation -behaviour modification	Chapter	5
	-money & other motivators -(possible tapes C 322 & C 64)		
	Goals and Human Behaviour -setting various goals for various reasons	Chapter	6
	Solving Problems & Making Decisions -stages of decision making -intuition and decision making -creativity in decision making -political aspects of decision making	Chapter	7
	Management Stress and Burnout -what is stress? -physiology and symptoms -personality factors and stress -burnout -managing stress	Chapter	8
10	-Tape EP172 - Joy of Stress Management Conflict & Frustration -why conflict exists -conflict - good and bad -resolving conflict -capitalizing on your anger	Chapter	9
11	Getting Along with Co-workers -building relationships -constructive disagreement	Chapter	10
	Adjusting to the Organization -formal and informal rules -business etiquette and manners -a team player -overcoming shyness	Chapter	11
12	Dealing with Counter-productive People -influence process -confronting difficult people -criticizing constructively -games people play	Chapter	12

13	Working within a Group -why groups are important -formal and informal groups -being a group member can help -problems created by groups -group decisions -conduct at a meeting	Chapter	13
14	Leading & Influencing Others -what is leadership? -leadership position and you -use of power -characteristics of effective leaders -leadership styles -developing leadership potential	Chapter	14
15	Improving Your Personal Productivity -procrastination -proper attitudes and values -developing skills	Chapter	16
16	Achieving a Satisfying & Rewarding Career -contributors to satisfaction -finding an occupation -job hunting -a job interview -career advancement -career switching	Chapter	17
17	Review		

NOTE:

Additional readings may be assigned as the course progresses.

THE ABOVE SCHEDULE IS SUBJECT TO CHANGE.