

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ON

COURSE OUTLINE

COURSE TITLE: Human Relations, Supervision & Leadership in Natural Resources

CODE NO.: BUS126

SEMESTER: I (January Intake)
II (Fall Intake)

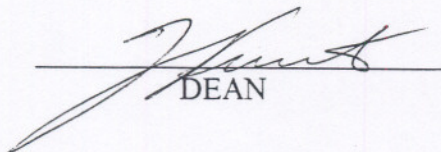
PROGRAM: Forestry, Fish & Wildlife, Parks and Outdoor Recreation,
Renewable Resource Technician

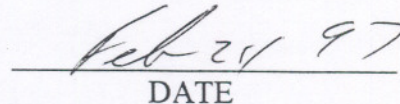
AUTHOR: John Clement

DATE: November, 1996

PREVIOUS
OUTLINE DATED: October, 1992

APPROVED:


DEAN


DATE

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TOTAL CREDITS: 48

PREREQUISITE(S): None

Length of Course: 3 hours per week for 16 weeks comprised of:

- 1 - hour theory lecture
- 2 - hour experiential lab

I. PHILOSOPHY/GOALS:

This course is designed to prepare the student to function in a productive manner in society and on the job based on a study of behavior, self management, personality, attitudinal foundations, communication skills, motivational strategies, group dynamics, team work, organizational structuring, elementary business psychology and occupational development.

This course is presented in a 3-tiered approach starting with human relations skills based on the text "Your Attitude is Showing" (8th Edition) by Elwood Chapman, followed by supervisory skills and culminates with leadership skills. Interwoven throughout this course are employability skills - resume writing, covering letters and interviewing skills based on the "Cooperative Educational Model" with course material from the former HDG104-1 "Career Development"; Pre-employment preparation course for Natural Resource Students.

Examples used in this course relate to field experiences in natural resources.

II. STUDENT LEARNING OUTCOMES

Only the learning outcomes which contribute to the course evaluation are presented below:

Upon completion of this course, the student will display the ability to

- 1) Apply for employment positions in natural resources.

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Potential Elements of the Performance:

- Write an acceptable resume.
- Write an acceptable covering letter.
- Research addresses of potential employers.
- Respond to posted job placements.
- Fill out application forms correctly and completely.
- Assemble a reference list.
- Contact employers.

This outcome is worth 20% of the final grade for this course.

2) Prepare for and conduct themselves effectively in a job interview.

Potential Elements of the Performance:

- Attend lecture on interviewing exercise.
- Participate in interviewing exercise
- Participate in interviewing exercise debriefing.

This outcome is worth 10% of final grade.

3) Demonstrate the importance of attendance on productivity, learning, team work and group dynamics.

Potential Elements of the Performance:

- Due to the experiential nature of this outcome and all the outcomes in this course; Attendance is required.
- See attendance policy for this course.

This outcome is worth 20% of final grade.

4) Demonstrate the following human relations skills and attitudes:

- Send out positive verbal and nonverbal signals in all contacts.
- Remain positive while working with those who are negative.
- Demonstrate the effects of a positive attitude on productivity.
- Be positive and sensitive when those you are dealing with are not.

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- Deal with all people in an honest, ethical, and moral way.
- Avoid ethnic or sexual remarks that could be misinterpreted.
- Use the flipside technique to maintain a sense of humor.
- Recognize when you begin to become negative and start an attitude renewal project.
- Develop and maintain a good service attitude.
- Build and maintain equally effective horizontal and vertical working relationships.
- Build a productive, no-conflict relationship with those who may have a different set of personal values.
- Build relationships based on the mutual reward theory.
- Develop productive, healthy relationships with those who may be substantially older or younger.
- Maintain a productive relationship even with individuals who irritate you at times.
- Treat everyone, regardless of ethnic or socioeconomic differences, with respect.
- Work effectively with others regardless of their sexual orientation.
- Do not take human-relations slights or mistakes from others personally; do not become defensive or attempt to retaliate in kind.
- Repair an injured relationship as soon as possible.
- Even if you are not responsible for the damage to a working relationship, protect your career by taking the initiative to restore it.
- Permit others to restore a relationship with you.
- Function as a productive member of a team.
- Demonstrate the concept of balance as it pertains to team work and personal productivity.
- Release your frustrations harmlessly without damaging relationships.
- Handle teasing and testing without becoming upset.
- Be a high producer yourself and contribute to the productivity of co-workers.
- Survive, with a positive attitude, under a difficult supervisor until changes occur.
- Establish relationships that are mutually rewarding.
- Show you can live up to your productivity potential without alienating co-workers who do not live up to theirs.
- Live close to your productivity potential without extreme highs or lows regardless of difficult changes in the work environment.
- Do not underestimate or overestimate a superior.
- Report mistakes or misjudgments rather than trying to hide them.
- Show that you can turn any change into an opportunity, including accepting a new supervisor with a different style.
- Refuse to nurse small gripes into major upsets.
- Be an excellent listener.
- Establish a good attendance record.
- Keep a good balance between home and career so neither suffers.

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- Demonstrate that you are self-motivated.
- Communicate freely and thoroughly.
- Prepare yourself for a promotion in such a manner that others will be happy when you succeed.
- Share only positive, nonconfidential data about your organization with outsiders.
- Pass only reliable data on to others.
- Keep your business and personal relationships sufficiently separated.
- Concentrate on the positive aspects of your job while trying to improve the negative.
- Make only positive comments about a third party not present.
- Leave a job or company in a positive manner; training your replacement so that productivity is not disturbed.
- If you prefer to be a stabilizer, develop patience; if you prefer to be a zigzagger, don't stomp on other people's feet, hands, or heads while climbing the success ladder.
- Learn to bounce back quickly when people step on your attitude.
- Avoid self-victimization.
- Always have a Plan B.

Potential Elements of the Performance:

- Read all chapters in the text.
- Attend all labs and lectures.
- Participate fully in discussions, exercises and group work.
- Ask questions.
- Answer case studies for each chapter in text.
- Answer questions correctly on the mid term and final exams.

This outcome is worth 30% of the final grade.

- 5) Demonstrate the skills, knowledge and attributes that a supervisor needs to be effective.

Potential Elements of the Performance:

- Attend the labs and lectures on supervision and group dynamics.
- Reflect on these concepts.
- Participate in the supervisory exercise.
- Participate in the debriefing of the supervisory exercise.

This outcome is worth 10% of the final grade.

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6) Demonstrate the skills, knowledge and attributes that a leader requires to be effective.

Potential Elements of the Performance;

- Attend the labs and lectures on leadership.
- Reflect on these concepts.
- Participate in the paper bag test.

This outcome is worth 10% of final grade.

III. TOPICS TO BE COVERED:

LAB	LECTURE
Attitude & Productivity	Time Management
Attitude & Learning	Motivation Balance
Work Relationships	Human Relations Model
Coop Topics	States of Growth
Team Work	Mastery Learning
Stress Management	Anger Management
Restoring Injured Relationships	Emotional Control
Cultural Diversity	Conflict Resolution
Initiation & Teasing	Values/Differences
Absenteeism	Dealing with Change
Goal Setting	Johari Window
Common Human Relations Mistakes	Self Disclosure
Confidence	Networking/Communication
Career Paths	Telephone & Business Card Etiquette
Plateaus	Levels of Existence
Attitude Renewal	Learning Styles
Supervision	Group Dynamics
Leadership	Coaching
Interviewing	Leadership

IV. REQUIRED STUDENT RESOURCES

- 1) "Your Attitude Is Showing", 8th Edition by Elwood Chapman.
ISBN 0-13-442468-9

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Additional resource materials available in the College Library:

Book Section:

- 1) "Supervisor's Survival Kit", 6th Edition by Elwood Chapman.
ISBN 0-02-321903-3
- 2) "Leadership" by Elwood Chapman. ISBN 0-02-321454-6

VI. SPECIAL NOTES

Students with special needs (eg. 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.

Attendance Policy:

In keeping with importance of attendance in modern work, students will be granted one absence from lecture or lab without penalty. Additional absences will be penalized at a rate of 5% per absence to a maximum of 20%. However one attendance restoration credit will be granted each time the instructor is absent.

Students with perfect attendance will automatically be credited 20% for the attendance portion of the evaluation.

Students missing any lab or lecture are required to contact the instructor preferably prior to the class.

Students with severe attendance problems may be given an additional assignment to recover a portion of the attendance grade at the discretion of the instructor.

Attendance in this course is critical because of the opportunities for demonstration of the learning outcomes will be provided.

V. EVALUATION METHODS: (INCLUDES ASSIGNMENTS, ATTENDANCE REQUIREMENTS, ETC.)

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The final grade will be based on the following:

1) Midterm Human Relations Exam Chapters 1-12 (Plus lecture material)	10%
2) Human Relations Exam Chapters 1-24 (Plus lecture material)	20%
3) Interview Exercise	10%
4) Coop Education (Resume and Cover Letter)	20%
5) Supervisor Exercise	10%
6) Paper Bag Test	10%
7) Attendance (See Policy)	20%
	<hr/> 100%

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the instructor.