

I. COURSE DESCRIPTION:

What makes people tick and how to keep them going! Human Relations will improve your understanding of people. You will discuss motivation, handling conflict, delegation, building morale and more. Studying these topics will give you practical insights into handling people more effectively and improve your overall performance.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Determine how the management process is used at the supervisory level and define the responsibilities and expectations of a supervisor.
2. Define employee motivation and determine methods of motivating employees in the workplace.
3. Identify what constitutes a conflict. Identify the major source of conflict and learn effective communication techniques to manage conflict.
4. Determine the training and requirements for a specific job, develop and conduct a job instruction training lesson and develop knowledge of training and instruction methods.
5. Determine the benefits of performance review and employee development and identify and demonstrate the steps in the performance feedback process.
7. Identify personal leadership styles and effectiveness, demonstrate leadership skills and determine a personal action plan to develop leadership abilities.
8. Identify the benefits of job satisfaction and demonstrate the characteristics and skills associated with coaching and employees.
9. Identify the need for counseling or discipline, plan and conduct a counselling or disciplinary interview.
10. Determine what is required to influence change and to develop strategies to overcome resistance to change in the work unit.

III TOPICS:

1. Understanding your Role in Management
2. Understanding Motivation
3. Managing Conflict
4. Training and Development
5. The Manager as a Leader
6. Managing Employee Performance
7. Handling Performance Problems
8. Counselling and Job Discipline
9. Job Satisfaction
10. Managing Change

<insert course name here>

<insert course code number here>

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:*Participants Manual***V. EVALUATION PROCESS/GRADING SYSTEM:**

Group Leadership and Participation	30%
Formal Class Exercises	40%
Written Assessments	20%
Attendance	10%
Total	100%

The following semester grades will be assigned to students:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	3.00
B	70 - 79%	2.00
C	60 - 69%	1.00
D	50 – 59%	0.00
F (Fail)	49% and below	

CR (Credit)	Credit for diploma requirements has been awarded.
S	Satisfactory achievement in field /clinical placement or non-graded subject area.
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.
NR	Grade not reported to Registrar's office.
W	Student has withdrawn from the course without academic penalty.

VI. SPECIAL NOTES:Disability Services:

If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Disability Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

<insert course name here>

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Retention of Course Outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. 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/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course Outline Amendments:

The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit Form from the program coordinator (for course-specific courses), or the course coordinator (for general education courses), or the program's academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.