



## COURSE OUTLINE: OEL851 - HUMAN RELATIONS

Prepared: OMDP Committee

Approved: Lori Crosson, Director, E-Learning and Continuing Education

<b>Course Code: Title</b>	OEL851: HUMAN RELATIONS
<b>Program Number: Name</b>	
<b>Department:</b>	DISTANCE EDUCATION
<b>Semesters/Terms:</b>	20S, 20F, 21W
<b>Course Description:</b>	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.
<b>Total Credits:</b>	2
<b>Hours/Week:</b>	2
<b>Total Hours:</b>	30
<b>Prerequisites:</b>	There are no pre-requisites for this course.
<b>Corequisites:</b>	There are no co-requisites for this course.
<b>Substitutes:</b>	OMD1002
<b>General Education Themes:</b>	Social and Cultural Understanding Personal Understanding
<b>Course Evaluation:</b>	Passing Grade: 50%, D

<b>Course Outcomes and Learning Objectives:</b>	<b>Course Outcome 1</b>	<b>Learning Objectives for Course Outcome 1</b>
	Understanding Your Role in Management	-Apply the functions of management to the supervisor's job. -Determine the skills required for supervision and distinguish between work and supervisory activities. -Determine the responsibilities of a supervisor and the organization's expectations of a supervisor. -Identify the three levels of management and define the management process.
	<b>Course Outcome 2</b>	<b>Learning Objectives for Course Outcome 2</b>
	Understanding Motivation	-Identify what motivates people and relate the impact of motivation to organizational effectiveness. -Develop an understanding of the basic needs that motivate people in the work environment. -Identify the interrelationship of job satisfaction, motivation and productivity. -Analyze motivational problems and determine how to deal with these problems. -Demonstrate giving motivational feedback.
	<b>Course Outcome 3</b>	<b>Learning Objectives for Course Outcome 3</b>



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	Managing Conflict	<ul style="list-style-type: none"> <li>-Identify what constitutes a conflict.</li> <li>-Identify the major sources of conflict.</li> <li>-Identify communication techniques for dealing with conflict.</li> <li>-Practice techniques in managing conflict.</li> </ul>
	<b>Course Outcome 4</b>	<b>Learning Objectives for Course Outcome 4</b>
	Training and Development	<ul style="list-style-type: none"> <li>-Identify training needs to address the demands of the job.</li> <li>-Develop a Job Instruction Training plan.</li> <li>-Conduct a Job Instruction Training lesson for simple manual tasks.</li> <li>-Develop an understanding of training techniques.</li> <li>-Determine instruction methods appropriate to the task, employee experience and training environment.</li> </ul>
	<b>Course Outcome 5</b>	<b>Learning Objectives for Course Outcome 5</b>
	The Manager as a Leader	<ul style="list-style-type: none"> <li>-Identify the benefits of effective leadership to teamwork.</li> <li>-Determine leadership styles and effectiveness.</li> <li>-Assess the interrelationship of the leader's personal qualities, the characteristics of the followers and the needs of the situation.</li> <li>-Demonstrate leadership skills.</li> <li>-Write a personal action plan to develop leadership abilities.</li> </ul>
	<b>Course Outcome 6</b>	<b>Learning Objectives for Course Outcome 6</b>
	Managing Employee Performance	<ul style="list-style-type: none"> <li>-Identify the components of a Performance Management Cycle.</li> <li>-Determine the facets of employee performance to be reviewed.</li> <li>-Determine the benefits of developing employees and identify what motivates an employee with potential.</li> <li>-List the steps in giving developmental performance feedback.</li> <li>-Demonstrate giving performance feedback.</li> </ul>
	<b>Course Outcome 7</b>	<b>Learning Objectives for Course Outcome 7</b>
	Handling Performance Problems	<ul style="list-style-type: none"> <li>-Identify relationship of morale to productivity.</li> <li>-Use a problem-solving model to define problem behaviour and determine appropriate method for solution.</li> <li>-Assess the viability of various solutions against criteria.</li> <li>-Develop a plan for handling a performance problem.</li> </ul>
	<b>Course Outcome 8</b>	<b>Learning Objectives for Course Outcome 8</b>
	Counselling and Discipline	<ul style="list-style-type: none"> <li>-Define symptoms and causes of stress.</li> <li>-Identify the functions of counselling and discipline.</li> <li>-Determine the types of problems requiring counselling and the type of counselling applicable.</li> <li>-List what is involved in progressive discipline.</li> <li>-Plan and conduct a counselling or disciplinary interview.</li> </ul>
	<b>Course Outcome 9</b>	<b>Learning Objectives for Course Outcome 9</b>
	Job Satisfaction	<ul style="list-style-type: none"> <li>-Define employee job satisfaction.</li> <li>-List the benefits of job satisfaction to the organization, the supervisor and the employee.</li> <li>-Determine the characteristics and skills of a coach.</li> <li>-Identify and demonstrate coaching techniques to assist employees to succeed in mastering a task.</li> </ul>
	<b>Course Outcome 10</b>	<b>Learning Objectives for Course Outcome 10</b>

	Managing Change	-Identify the reasons for resistance to change in individuals and groups. -Identify what is required to overcome resistance to change. -Demonstrate problem-solving techniques to affect the implementation of a particular change. -Develop a strategy for dealing with resistance to change. -Develop an influence strategy to affect change.								
Evaluation Process and Grading System:	<table><tr><th>Evaluation Type</th><th>Evaluation Weight</th></tr><tr><td>Assignments</td><td>30%</td></tr><tr><td>Discussion Activity</td><td>50%</td></tr><tr><td>Quizzes 10</td><td>20%</td></tr></table>		Evaluation Type	Evaluation Weight	Assignments	30%	Discussion Activity	50%	Quizzes 10	20%
Evaluation Type	Evaluation Weight									
Assignments	30%									
Discussion Activity	50%									
Quizzes 10	20%									
Date:	March 9, 2020									
Addendum:	Please refer to the course outline addendum on the Learning Management System for further information.									

