



## COURSE OUTLINE: HOS0201 - MANAGING HUMAN RES

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<b>Course Code: Title</b>	HOS0201: MANAGING HUMAN RESOURCES
<b>Program Number: Name</b>	1120: COMMUNITY INTEGRATN
<b>Department:</b>	C.I.C.E.
<b>Semesters/Terms:</b>	18F
<b>Course Description:</b>	This course will provide students with a basic foundation of human resource knowledge and skills to successfully manage people in an entry-level management position. The students will examine theories and functions of management to determine the essential skills they need to develop in order to be successful in their careers. The instructor will place particular emphasis on developing student interpersonal, teamwork and diplomacy skills. Further emphasis is placed on the importance of policies, procedures, and standardization.
<b>Total Credits:</b>	4
<b>Hours/Week:</b>	3
<b>Total Hours:</b>	45
<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>	HMG235, OEL612
<b>Essential Employability Skills (EES) addressed in this course:</b>	<p>EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.</p> <p>EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p> <p>EES 4 Apply a systematic approach to solve problems.</p> <p>EES 5 Use a variety of thinking skills to anticipate and solve problems.</p> <p>EES 6 Locate, select, organize, and document information using appropriate technology and information systems.</p> <p>EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.</p> <p>EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.</p> <p>EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.</p> <p>EES 10 Manage the use of time and other resources to complete projects.</p> <p>EES 11 Take responsibility for ones own actions, decisions, and consequences.</p>
<b>Course Evaluation:</b>	Passing Grade: 50%, D
<b>Books and Required Resources:</b>	Supervision in Canada Today by Robbins, Steven et al. Publisher: Prentice-Hall Edition: 4th ISBN: 9781256914303



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**Course Outcomes and Learning Objectives:**

Upon successful completion of this course, the CICE student, with the assistance of a Learning Specialist will acquire varying levels of skill development relevant to the following learning outcomes:

<b>Course Outcome 1</b>	<b>Learning Objectives for Course Outcome 1</b>
Discuss the role of the supervisor.	Explain the difficult transition from employee to supervisor Identify the competencies of a manager Discuss the supervisory challenges of the 21st century
<b>Course Outcome 2</b>	<b>Learning Objectives for Course Outcome 2</b>
Explain the primary functions of management.	Review the main theories of management Identify various methods of management planning Describe specific ways to become an effective time manager Discuss the importance of goal setting List the important aspects when designing and implementing controls in the workplace Discuss the importance of planning and organizing using SOPs Apply the tools, styles and ethics involved in the decision-making process
<b>Course Outcome 3</b>	<b>Learning Objectives for Course Outcome 3</b>
Explain how to organize, hire staff and develop employees.	List and explain the basic organizing concepts Describe how to group employees, organize jobs, and empower employees through delegation Demonstrate the importance of teamwork through the completion of group activities in class Identify and discuss management concerns when recruiting, selecting and hiring staff Determine the purpose of the performance appraisal Identify the issues managers must address when conducting staff performance appraisals
<b>Course Outcome 4</b>	<b>Learning Objectives for Course Outcome 4</b>
Explain how to motivate employees and provide effective leadership.	Discuss contemporary theories of motivation Assess the challenges of applying motivational concepts in the workplace Provide a definition of leadership Identify and apply the behaviours of an effective leader
<b>Course Outcome 5</b>	<b>Learning Objectives for Course Outcome 5</b>
Communicate effectively with diverse audiences.	Discuss important issues that are relevant to the hospitality and tourism environment Apply the skills of effective communication using oral, written, electronic and non-verbal methods Practice the skill of active listening Identify and discuss the issue of managing cultural diversity in the workplace Identify how group dynamics can change when dealing with diverse audiences and discuss how to change communication to benefit all involved.
<b>Course Outcome 6</b>	<b>Learning Objectives for Course Outcome 6</b>
Discuss and explain the principles of conflict management.	Define and determine the sources of conflict in the workplace List and explain the techniques used to manage conflict Explain organizational politics and the political landscape of a



	<p>business</p> <p>Identify the important skill of negotiating as a manager</p> <p>Employ skills in diplomacy in and outside of the classroom</p> <p>Explain how to manage change and stress in the workplace</p> <p>Identify the management skills needed to effectively discipline employees</p> <p>Determine the manager's role in employee relations</p> <p>Identify strategies to deal with personal stress especially when dealing with time lines.</p>
<b>Course Outcome 7</b>	<b>Learning Objectives for Course Outcome 7</b>
Identify the beginnings of a personal management style.	<p>Discuss the importance of a manager maintaining a positive attitude on a daily basis</p> <p>Identify your personality strengths and weaknesses when dealing with your peers, friends and co-workers through the completion of class activities</p> <p>Role-model the attributes of a successful manager in, and outside of the classroom, and as managers in Willow Teaching Restaurant</p> <p>Assess workplace and other social situations in which humour can be effectively used by managers</p>
<b>Course Outcome 8</b>	<b>Learning Objectives for Course Outcome 8</b>
Develop ongoing personal professional development strategies and plans to enhance leadership and management skills for the hospitality environment.	<p>Solicit and use constructive feedback in the evaluation of his/her knowledge and skills</p> <p>Identify various methods of increasing professional knowledge and skills</p> <p>Apply principles of time management and meet deadlines</p> <p>Recognize the importance of the guest, the server-guest relationship, and the principles of good service</p>

**Evaluation Process and Grading System:**

Evaluation Type	Evaluation Weight	Course Outcome Assessed
Attendance/Participation/Professionalism	10%	
Exam 1	23%	
Exam 2	23%	
Exam 3	24%	
Projects	20%	

**CICE Modifications:**

**Preparation and Participation**

1. A Learning Specialist will attend class with the student(s) to assist with inclusion in the class and to take notes.
2. Students will receive support in and outside of the classroom (i.e. tutoring, assistance with homework and assignments, preparation for exams, tests and quizzes.)
3. Study notes will be geared to test content and style which will match with modified learning outcomes.
4. Although the Learning Specialist may not attend all classes with the student(s), support will always be available. When the Learning Specialist does attend classes he/she will remain as inconspicuous as possible.

**A.** Further modifications may be required as needed as the semester progresses based on



individual student(s) abilities and must be discussed with and agreed upon by the instructor.

**B. Tests may be modified in the following ways:**

1. Tests, which require essay answers, may be modified to short answers.
2. Short answer questions may be changed to multiple choice or the question may be simplified so the answer will reflect a basic understanding.
3. Tests, which use fill in the blank format, may be modified to include a few choices for each question, or a list of choices for all questions. This will allow the student to match or use visual clues.
4. Tests in the T/F or multiple choice format may be modified by rewording or clarifying statements into layman's or simplified terms. Multiple choice questions may have a reduced number of choices.

**C. Tests will be written in CICE office with assistance from a Learning Specialist.**

***The Learning Specialist may:***

1. Read the test question to the student.
2. Paraphrase the test question without revealing any key words or definitions.
3. Transcribe the student's verbal answer.
4. Test length may be reduced and time allowed to complete test may be increased.

**D. Assignments may be modified in the following ways:**

1. Assignments may be modified by reducing the amount of information required while maintaining general concepts.
2. Some assignments may be eliminated depending on the number of assignments required in the particular course.

***The Learning Specialist may:***

1. Use a question/answer format instead of essay/research format
2. Propose a reduction in the number of references required for an assignment
3. Assist with groups to ensure that student comprehends his/her role within the group
4. Require an extension on due dates due to the fact that some students may require additional time to process information
5. Formally summarize articles and assigned readings to isolate main points for the student
6. Use questioning techniques and paraphrasing to assist in student comprehension of an assignment

**E. Evaluation:**

Is reflective of modified learning outcomes.

**NOTE:** Due to the possibility of documented medical issues, CICE students may require alternate methods of evaluation to be able to acquire and demonstrate the modified learning outcomes

**Date:** August 27, 2018

Please refer to the course outline addendum on the Learning Management System for further information.

