

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  
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New:

Revision:

APPROVED: Chairperson

*Sept* :i7  
Date

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.

<u>WEEK</u>	<u>SUBJECT</u>	<u>REQUIRED READINGS</u>
1	<u>Foundations of Business Psychology</u> -what is it? -different types of psychology -psychology and common sense	Chapter 1
2	<u>Massey Tapes #1 and #2</u> -what you are is where you were when (C320 - C321)	
3	<u>General Principals of Human Behaviour</u> -perception and influence -how people learn -theories of motivation	Chapter 2
4	<u>Individual differences &amp; Work Behaviour</u> - individuals and work performance -personality traits -interests and job satisfaction -improving learning	Chapter 3
5	<u>Understanding Yourself</u> -learning about yourself -feedback from various sources -self-esteem and job performance -self-confidence	Chapter 4
6	<u>Communicating with People</u> -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

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

