



BMGT 1170

Division: Business and Technology

Department: Business Management

Course: BMGT 1170

Title: Human Relations

Catalog Description:

This is an introductory course in human relations principles, methods, and skills applicable to management effectiveness and career success. Principles and methods of organizational communication, professionalism, motivation, team building, conflict resolution, leadership, negotiation, cultural differences, and personal communication are discussed. Practical application and development of skills, in these areas are stressed throughout the course. The business management approach to these areas is emphasized, though course concepts are relevant and applicable to all career environments.

General Education Requirements: N/A

Semesters Offered: Fall, Spring

Credit/Time Requirement: Credit: 3; Lecture: 3; Lab: 0

Clock/Hour Requirements: 0

Offered for Non-Credit: Yes

Prerequisites: None

Corequisites: None

Justification:

The purpose of this class is to provide students with a greater understanding of the importance of human relationships within the context of organizations. The student will also gain a greater understanding of the similarities and differences between interpersonal relationships and business relationships. The course will also provide students with a greater ability to form effective business relationships with subordinates, superiors, and co-workers.

Student Learning Outcomes:

Upon successful completion of this course, students will be able to do or know the following:

- Realize the importance of human relations as it leads to increased productivity and increased profitability in the work place.
- Build and maintain productive relationships.
- Improve important leadership skills.
- Achieve greater work/life balance.

Part One: Human Relations: The Key to Personal Growth and Career Success

- Introduction to Human Relations
- Improving Personal and Organizational Communications

Part Two: Career Success Begins with Knowing Yourself

- Understanding Your Communication Style
- Building High Self Esteem
- Personal Values Influence Ethical choices
- Attitudes Can Shape Your Life
- Motivating Yourself and Others

Part Three: Personal Strategies for Improving Human Relations

- Building Trust with Constructive Self Disclosure
- Achieving Emotional Balance in a Chaotic World
- Building Stronger Relationships with Positive Energy
- Developing a Professional Presence

Part Four: If We All Work Together...

- Team Building: A Leadership Strategy
- Resolving Conflict and Dealing with Difficult People

Part Five: Special Challenges in Human Relations

- Responding to Personal and Work Related Stress
- Valuing Work Force Diversity
- The Changing Roles of Men and Women

Part Six: You Can Plan for Success

- A Life Plan for Effective Human Relations

General Education Outcomes:

1) Read effectively, constructively, and critically.

Students are expected to complete the reading assignments (coming from both the course text as well as outside assigned reading) and demonstrate their understanding of the material through completed quizzes, exams, critical analysis papers, small group discussions and class discussions

3) Speak effectively in a variety of contexts.

Students will be asked to analyze and present a case-study to the class. Students are also involved in team-building activities and exercises throughout the semester. Students will have an opportunity to present and lead the class in various activities. These exercises will allow the students to orally present their analysis of the

information.

Key Performance Indicators:

Students will demonstrate competence in the following areas as they relate to effective human relations:

- improving personal and organizational communications
- understanding your communication style
- building high self esteem
- personal values and ethical choices
- the importance of attitudes
- team building
- motivation
- building stronger relationships
- resolving conflict
- diversity
- a life plan for effective human relations

Students will gain a broad knowledge of business elements and functions, their roles and how they interact with each other.

- Assessment of student performance in class and outside of class:
 - demonstration of knowledge through quizzes and exams
 - demonstration of skills through hands on practical exercises
 - demonstration of knowledge and skills through presentations, and small group team building exercises and activities
- Three exams, a case study analysis, group activity and in class exercises will be used to assess student performance based on the following (percentages are approximate):
 - Exams: 60%
 - Case Study Analysis: 15%
 - Group Exercise: 15%
 - Attendance and Participation: 10%

Representative Text and/or Supplies:

- *Effective Human Relations*, Reece/Brandt, current edition, Houghton Mifflin

Optimum Class Size: 24

Maximum Class Size: 32

Signatures:

I hereby submit this course syllabus:

Russ Johnson, MIM, Assistant Professor

I hereby find this course consistent with the goals and resources of the Business Management Department:

Russ Johnson, MIM, Assistant Professor, Chair

I hereby find this course consistent with the goals and resources of the Business and Technology Division:

Doug Dyreng, MS, Associate Professor, Dean

I have discussed the need for library resources related to this class with the person submitting the syllabus:

Lynn Anderson, MLIS, Technical Services Librarian (Main Campus)

Michelle Olsen, MLS, Campus Librarian (Richfield Campus)