



## 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 emphasized throughout the course. The business management approach is applied to course principles, 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:

- The importance of human relations in the workplace, as it leads to increased productivity and profitability
- Identify and understand one's own communication style, personal values, and attitudes
- Strategies to build and maintain productive relationships
- Methods for and advantages of effective team building
- Improve important leadership skills

- Strategies for achieving a greater work/life balance

### **Content:**

- 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

### **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. Through instructor feedback, students will have improvement opportunities on subsequent reading assignments.

#### 3) Speak effectively in a variety of contexts.

Students will be asked to analyze and present a case-study to the class. Additionally, students learn strategies for administering and executing various teambuilding and leadership activities throughout the semester. With instructor coaching and feedback, students will also have an opportunity to present and lead the class in various activities. These exercises will allow the students to orally present and apply their analysis of the information and strategies learned.

### **Key Performance Indicators:**

Exams, a case study analysis, group activities, and in class exercises will be used to assess student performance based on the following categories (percentages are approximate):

Exams: 60%

Case Study Analysis: 15%

Group Exercises: 15%

Attendance and Participation: 10%

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

**Optimum Class Size:** 24

**Maximum Class Size:** 32

**Signatures:**

I hereby submit this course syllabus:

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Russ Johnson, MIM, Assistant Professor

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

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Russ Johnson, MIM, Assistant Professor, Chair

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

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Doug Dyreng, MS, Associate Professor, Dean

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

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

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Michelle Olsen, MLS, Campus Librarian (Richfield Campus)