

as of Fall 2009
CATALOG INFORMATION

BAD 52

Full Title: Human Relations in Organizations

Units: 3.00

Catalog Description:

An awareness and self-understanding of how interpersonal skills influence relationships with others. Enhance those skills to be more successful as a member of a work environment and society. Human relations addresses issues of self-esteem, values, attitudes, motivation, communications, team dynamics, change, creativity, conflict, stress, diversity, ethics, and health.

COURSE CONTENT

Student Learning Outcomes:

Students will be able to:

1. Demonstrate a self-understanding of the interconnections of self-esteem, attitudes, values, motivation, and goals in a diverse society.
2. Describe the influences that affect individual and group communication interactions.
3. Recognize the causes of conflict and describe the conflict resolution process.
4. Identify strategies for reducing stress and improving personal and workplace health.

Objectives:

Upon completion of this course, students will be able to:

1. Examine the cultural considerations that influence self-esteem, personal values, and personal attitudes.
2. Describe the communication process and the factors that influence communication interactions.
3. Determine personal communication style and explain the concept of communication style bias.
4. Describe five of the most influential theories of motivation.
5. Differentiate between internal and external motivators in the workplace.
6. Compare and contrast the levels of Maslow's "Motivational Needs" of physiological, security, social, self-esteem, and self-actualization.
7. Distinguish between the common types of work teams and the stages of team development.
8. Describe the major causes of conflict in the work setting.
9. Describe the key elements of the conflict resolution process.
10. Distinguish between prejudice attitudes and discrimination in the workplace.
11. Summarize the guidelines outlined by the Equal Employment Opportunity Commission [EEOC] to define sexual harassment.
12. Define the concept of valuing diversity using the intercultural theory of low-context/individualism and high-context/collectivism.
13. Identify the major personal and work-related stressors and identify strategies for improving physical and emotional health.

Topics and Scope:

1. History of Human Relations
2. Self-Esteem
 - a. Self-efficacy
 - b. Self-respect
 - c. Internal/external Locus of Control
3. Self-Awareness
 - a. Attitudes
 - b. Values
 - c. Johari Window
 - d. Self-concept
 - e. Self-disclosure
4. Motivation
 - a. Maslow's Hierarchy of Needs
 - b. McClelland's Needs Theory
 - c. Herzberg's Motivational Theory
 - d. Victor Vroom's Expectancy Theory
 - e. Douglas McGregor's Theory X/Theory Y
 - f. B. F. Skinner's Reinforcement Theory
 - g. Job enrichment as a motivator
 - h. Self-fulfilling prophecy
5. Communication and Human Relations
 - a. Proxemics or personal space
 - b. Verbal and non-verbal messages
 - c. Vertical and horizontal communication channels
 - d. Formal and informal groups
 - e. Team building in the work environment
 - f. leadership styles
 - g. Assertive vs. aggressive communication
6. Valuing Diversity in Today's World
 - a. Intercultural communications
 - b. Low-context/High context cultures
 - c. Prejudiced attitudes
 - d. Ethnocentrism
 - e. Discrimination
 - f. Americans with Disabilities Act
 - g. Sexual harassment
7. Conflict Management
 - a. Types of conflict
 - b. Values conflicts
 - c. Thomas-Kilman Conflict Model
8. Business Ethics and Social Responsibility
9. Maintain Health
 - a. Stress management
 - b. Nutritional considerations

- c. Improving personal health
- d. Employee assistance programs
- e. Self-discipline
- f. Self-direction