Dakota College at Bottineau Course Syllabus

Course Prefix/Number/Title: PSYC 100—HUMAN RELATIONS IN ORGANIZATIONS
Number of Credits: 3 semester hours
Pre/Co-requisites: None

Course Description: Psyc 100 Human Relations in Organizations

This course examines the importance of human relations and professional development. Students are provided the opportunity to achieve a deepened sense of awareness of themselves and others. This understanding is applied to human relations at home and on the job. The topics covered include the impact of personal and organizational values, motivation, attitudes, self-awareness, individual differences, goal setting, conflict management, diversity, cultural awareness and communications, and stress management.

Course Objectives: Upon successful completion of this course, the student should be able to:

1. Explain the nature, purpose, and importance of human relations in an organizational setting.
2. Identify major developments in the workplace that have given new importance to human relations.
3. Identify major forces influencing human behavior at work.
4. Understand the historical development of the human relations movement.
5. Identify seven basic themes that serve as the foundation for effective human relations.
6. Understand the communication process
7. Identify and explain the filters that affect communication.
8. Identify ways to improve personal communication, including non-verbal and developing listening skills.
9. Learn how to effectively communicate through technology.
10. Define self-esteem; understand how it is developed, individual characteristics, and ways to raise it.
11. Understand how personal values are formed, value conflicts, making ethical decisions, and corporate crime.
12. Understand employee attitudes, the ways people acquire attitudes, attitudes employers value, how to change your attitudes and the attitudes held by others, and organization adjustments to develop positive attitudes.
13. Explain the importance of professional presence and first impressions, image projection, and etiquette.
14. Understand diversity, discrimination, cross-cultural interactions, organizational cultures that value diversity, and affirmative action as it relates to the United States.
15. List and describe the causes of conflict, assertiveness skills, negotiation skills, the resolution process, emotions influencing behavior, emotional development, dealing with anger, and emotional control.
16. Understand positive reinforcement, expectancy theory, TA. Theory X/Y, and the Hierarchy of Needs theory as they apply to motivating people. Understand how a positive, nurturing person can influence coworkers, the skills and behaviors necessary for mentoring, coaching, and training. Identify interpersonal styles.
17. Develop positive political skills through the rules of business etiquette, building relationships with managers, coworkers and other work associates and diverse communities.
18. Identify the attitudes, values, skills, and techniques that affect productivity including procrastination, time wasters, stress, burnout, and how to manage stress effectively.

Instructor: Professor Russ Gagnon, 852-3463, not after 9 p.m.

Office: Minot Campus Administration Building Room 159
Office Hours: M-F 9:00 a.m. to 4:00 p.m. and by appointment when not in class.
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Textbook(s): *Human Relations Interpersonal Job-Oriented Skills,* by DuBrin, ISBN-13: 978-0-13-510941-0 and *Self-Assessment Library Insight into Your Skills, Interests, and Abilities* version 3.4 ISBN-13: 978-0-13-608375-7.

Course Requirements:

1. Completion of assignments, tests, and presenting the final paper are required.
2. Everyone will complete a final research paper or project based upon a Human Relations topic. This paper should consist of a high-quality report, approximately 5–7 pages in length, including a cover page and reference page. Select a current topic, concept, or program addressed in this course. You must use at least three references, one of which may be the textbook. Grading will be on such factors as applicability, effectiveness, and quality. In addition to the written paper, you will give a 5-10 minute overview of your paper to the class. The presentation is not graded; however, you must complete the presentation.
3. Grading is the accumulation of assignments, quizzes, and tests for total points.

90-100= A 80-89=B 70-79=C 60-69=D below 60=F

Tentative Course Outline:

Interpersonal Skill Development
Understanding Individual Differences
Building Self-Esteem and Self-Confidence
Interpersonal Communication
Interpersonal Skills for the Digital World
Developing Teamwork Skills
Group Problem Solving and Decision Making
Cross-Cultural Relations and Diversity
Resolving Conflicts with Others
Becoming an Effective Leader
Motivating Others
Helping Others Develop and Grow
Positive Political Skills
Customer Satisfaction Skills
Enhancing Ethical Behavior
Stress Management
Job Search and Career Management Skills

General Education Goals/Objectives:

Goal 6: Demonstrates the knowledge of the human experience throughout history.
Objective 2: Recognizes the world of human diversity.
Skill 1: Demonstrates knowledge of varying cultural standards throughout the world.

Relationship to Campus Theme: Dakota College at Bottineau emphasizes nature, technology, and beyond as a focus for the unique blend of courses and programs offered here. This course will emphasize communications and the diverse makeup of the business community, which enhances the "Human" nature.

Classroom Policies:

Missed Classes: Attendance is expected. Unannounced quizzes, tests, and class projects can be made-up only when the instructor excuses students prior to class. You are responsible for the activities of each class period. If you know of a conflict ahead of time, you are welcome to submit assignments early. Recognizing the importance of student participation and interaction with classmates, excessive absences necessitate failure in the class.

Assignments: All assignments are due at the beginning of class on the date due unless specified prior. Late assignments receive one-half credit minus errors. All late assignments are due before the final examination is administered. Make sure the class name, your name, date due, and exercise number appear in the upper-right corner. If handing in multiple pages, sequence them according to the order in the exercise, and staple in the upper left corner.

Electronic Devices: Turn off or mute cellular phones and pagers, **NO TEXTING** during class, prior permission for computer use is required. I will have my cell phone on for campus emergency notifications.

Academic Dishonesty and Grade Appeals: plagiarism and cheating are serious offenses and may be punished by failure on exam, paper or project; failure in course; and/or expulsion from the university. For more information, refer to the "Academic Dishonesty" or "Grade Appeal" policy in the university catalog or the student handbook online: http://www.dakotacollege.edu/pdf/studenthandbook.pdf

Disabilities and Special Needs: If you have any condition, such as a physical or learning disability, for which you need extra assistance, please see me immediately. If you have already met with Student Development personnel, please provide me with information regarding your special needs as soon as possible so that I can make appropriate accommodations.