

I. COURSE DESCRIPTION:

- A. Department Information
Division: Business & Information Technology
Department: Business Administration
Course ID: BUSAD 151
Course Title: Human Relations
Units: 3
Lecture: 3 hours
Prerequisite: None
- B. Catalog and Schedule Descriptions:
This course provides a basic understanding of human interactions in the workplace, focusing on the roles of the individual, the group, and the organization as a whole.

II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: One.

III. EXPECTED OUTCOMES FOR STUDENTS:

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

- A. explain the roles of the individual, group and organization.
- B. describe current motivational theory.
- C. demonstrate an understanding of group dynamics.
- D. evaluate problems using principles of organizational psychology.
- E. demonstrate an understanding of issues related to organizational change.

IV. CONTENT:

- A. Introduction
 - 1. What is organizational behavior?
- B. The Individual
 - 1. Foundations of individual behavior
 - 2. Values, attitudes, and job satisfaction
 - 3. Personality and emotions
 - 4. Dealing with personal issues within the organization
 - 5. Perception and individual decision making
 - 6. Basic motivation concepts
 - 7. Motivation: From concepts to applications
 - 8. Developing a personal communications style
- C. The Group
 - 1. Foundations of group behavior
 - 2. Effectively grouping employees
 - 3. Understanding work teams
 - 4. Communication
 - 5. Leadership and Trust
 - 6. Power and Politics
 - 7. Conflict, negotiation, and resolution
 - 8. Organizational culture
- D. Organizational Dynamics
 - 1. Organizational change and stress management
 - 2. Organizational communications
 - 3. Power, politics, and status

V. METHODS OF INSTRUCTION:

San Bernardino Valley College
Curriculum Approved: December 8, 2004
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- A. Lecture
- B. Group Discussion
- C. Cases/Problem Solving
- D. Written Assignments/Term Paper

VI. TYPICAL ASSIGNMENTS:

- A. Reading, writing, critical thinking
 - 1. Read; be familiar with organizational changes and the supervision of a culturally diverse work force.
 - 2. Analyze the nature of the workforce, and how it has changed in the last 50 years.
- B. Class and Group Discussions
 - 1. What are some of the issues, which support or erode trust in an organization?
 - 2. Meet in groups of three to five members and develop a list of issues, which would influence management's creation of work teams

VII. EVALUATION:

- A. Methods of Evaluation
 - 1. Examination: Objective and essay
 - a. Describe and explain Herzberg's two factor theory of motivation employees.
 - b. List and describe the principles of organizational psychology.
 - 2. Class participation
 - 3. Oral and written assignments
- B. Frequency of Evaluation
 - 1. Two tests
 - 2. Mid-term oral and written assignments
 - 3. End of term presentations

VIII. TYPICAL TEXTS:

DeCenzo, David. Human Relations: Personal and Professional Development, Upper Saddle River, NJ: Prentice-Hall, 2003.
Carr-Ruffino, N. Managing Diversity: People Skills for a Multicultural Workplace, 4th Ed. Upper Saddle River, NJ: Prentice-Hall, 2003.
DeJanasz, Suzanne and Dowd, Karen O. and Schneider, Beth. Interpersonal Skills in Organizations, Columbus, OH: McGraw- Hill Irwin, 2002.

IX. OTHER SUPPLIES REQUIRED OF STUDENTS: None.