

**NEOSHO COUNTY COMMUNITY COLLEGE
MASTER COURSE SYLLABUS**

COURSE IDENTIFICATION

Course Code/Number: MGMK 135

Course Title: Human Relations and Supervision

Division: Applied Science (AS) Liberal Arts (LA) Workforce Development (WD)
 Health Care (HC) Lifetime Learning (LL) Nursing Developmental

Credit Hour(s): Three (3)

Effective Date: Fall 2013

Assessment Goal Per Outcome: 70%

COURSE DESCRIPTION

This course is a study of behavior in organizations. The course will assist the student in becoming more sensitive to human behavior, anticipate problems before they occur, and resolve problems if they have already occurred. This study will assist you as a manager or worker in getting along with others, both inside and outside of the organization.

MINIMUM REQUIREMENTS/PREREQUISITES AND/OR COREQUISITES

None

TEXTS

The official list of textbooks and materials for this course is found on *myNeosho*.

<http://www.neosho.edu/ProspectiveStudents/Registration/CourseSyllabi.aspx>

GENERAL EDUCATION OUTCOMES

1. Practice Responsible Citizenship through:

- identifying rights and responsibilities of citizenship,
 - identifying how human values and perceptions affect and are affected by social diversity,
 - identifying and interpreting artistic expression.
2. Live a healthy lifestyle (physical, intellectual, social) through:
 - listing factors associated with a healthy lifestyle and lifetime fitness,
 - identifying the importance of lifetime learning,
 - demonstrating self-discipline, respect for others, and the ability to work collaboratively as a team.
 3. Communicate effectively through:
 - developing effective written communication skills,
 - developing effective oral communication and listening skills.
 4. Think analytically through:
 - utilizing quantitative information in problem solving,
 - utilizing the principles of systematic inquiry,
 - utilizing various information resources including technology for research and data collection.

COURSE OUTCOMES/COMPETENCIES (as Required)

1. Evaluate the importance of human relations in achieving personal growth and career success.
2. Outline the importance of understanding communication styles; how building high self-esteem and having a strong value system is essential in today's business climate.
3. Analyze the relationship of attitudes, motivation, and self-disclosure for improving human relations.
4. Discuss building a professional image and outline strategies for dealing with relationships in a positive way.
5. Discuss issues relating to team building to include dealing with conflict in stressful situations.
6. Evaluate how to adapt to a diverse and changing society to achieve an effective life plan through human relations.

AT THE END OF THE COURSE, A STUDENT SHOULD BE ABLE TO DO THE FOLLOWING:

1. **Display adequate human relation skills and recognize the relationship to customer service, employee relations, teamwork, and productivity.** (General Business Skills Outcome 1)
2. Identify major developments in the workplace that have given new importance to human relations.
3. Explain the nature, purpose, and importance of human relations in an organizational setting.
4. Discuss the communication process and the filters that affect communication.
5. **Demonstrate the proper use of different forms of electronic communications.** (General Business Skills Outcome 3)
6. Identify ways to improve communications within an organization.
7. Recognize the personal benefits that can be derived from an understanding of communication styles.
8. Review the concept of communication style bias and its effect on interpersonal relations.
9. **Contrast differences that exist between consumer and organizational buying behavior.** (Marketing Specific Skills Outcome 2)

10. Define self-esteem and discuss its impact on your life.
11. Identify the characteristics of people with low and high self-esteem.
12. Review how organizations can create conditions that will help workers raise their self-esteem.
13. Evaluate how personal values are formed.
14. Understand values conflicts and how to resolve them.
15. **Display a set of personal and business standards/values that are socially acceptable in regard to family, work, and diverse cultural situations.** (General Business Skills Outcome 4)
16. Describe attitudes that are valued by employers.
17. List and explain the ways people acquire attitudes.
18. Learn how to help others change their attitudes.
19. Differentiate between internal and external motivators in the workplace.
20. **Evaluate several theories of management.** (Management Specific Skills Outcome 1)
21. **Contrast several theories of motivation.** (Management Specific Skills Outcome 8)
22. Discuss the specific benefits you can gain from self-disclosure.
23. Discuss the barriers to constructive self-disclosure.
24. Identify and explain the major elements of the Johari Window model.
25. Describe the major factors that influence our emotional development.
26. Learn how to deal with your anger and the anger of others.
27. Discuss factors that contribute to workplace violence.
28. Evaluate how to use positive reinforcement to improve relationships and reward behavior.
29. Create awareness of the strong need people have for encouragement and positive feedback.
30. Describe the major barriers to the use of positive reinforcement.
31. **Recognize the importance of attendance and personal appearance in achieving organizational and career goals.** (General Business Skills Outcome 2).
32. List and discuss factors that influence your choice of clothing for work.
33. Explain how manners contribute to improved interpersonal relations in the workplace.
34. Describe the team-building skills that leaders need.
35. **Evaluate the benefits and costs of team-based management.** (Management Specific Skills Outcome 9).
36. Identify and explain common types of work teams.
37. List and describe some of the major causes of conflicts between people in the work setting.
38. Discuss when and how to implement effective negotiation skills.
39. Discuss contemporary challenges facing labor unions.
40. Identify the major personal and work-related causes of stress.
41. Recognize the warning signs of too much stress.
42. Identify stress-related psychological disorders and therapy options.
43. Define the primary and secondary dimensions of diversity.
44. Develop an awareness of the various forms of discrimination in the workplace.
45. Discuss why organizations are striving to develop organizational cultures that value diversity.
46. Describe how traditional roles are changing for men and women.
47. List problems facing women and men as a result of gender bias in organizations.
48. Explain the forms of sexual harassment and learn how to avoid being the victim or perpetrator of them.
49. Provide guidelines for developing a healthy lifestyle.
50. Describe four non-financial resources that can enrich your life.

51. Discuss the meaning of "right livelihood."

Note: Outcomes listed in bold type are program outcomes as well course outcomes.

MINIMUM COURSE CONTENT

The following topics must be included in this course. Additional topics may also be included.

Part I—HUMAN RELATIONS: The Key to Personal Growth and Success

1. Introduction to Human Relations
2. Improving Personal and Organizational Communications

Part II—CAREER SUCCESS BEGINS WITH KNOWING YOURSELF

3. Understanding Your Communication Style
4. Building High Self-Esteem
5. Personal Values Influence Ethical Choices
6. Attitudes Can Shape Your Life
7. Motivation Yourself and Others

Part III—PERSONAL STRATEGIES FOR IMPROVING HUMAN RELATIONS

8. Improving Interpersonal Relations with Constructive Self-Disclosure
9. Achieving Emotional Balance in a Chaotic World
10. Building Stronger Relationships with Positive Energy
11. Developing a Professional Presence

Part IV—IF WE ALL WORK TOGETHER.....

12. Team Building: A Leadership Strategy
13. Resolving Conflict and Dealing with Difficult People

Part V—SPECIAL CHALLENGES IN HUMAN RELATIONS

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

Part VI—YOU CAN PLAN FOR SUCCESS

17. A Life Plan for Effective Human Relations

STUDENT REQUIREMENTS AND METHOD OF EVALUATION

INSTRUCTIONAL METHODS

1. Lecture and class discussion
2. Use of visual aids
3. Student assignments
4. Unit or chapter tests
5. Oral and written student reports
6. Case studies

STUDENT REQUIREMENTS

An effort will be made to grade students on all types of his/her performance: oral, written, daily, periodic, special contribution, homework, and projects. The instructor will endeavor to arrive at the course grade in the following manner:

- Daily tests and daily coursework.....60%
- Participation, cooperation and general interest.....10%
- Notebook assignment or special project.....10%
- Final exam.....20%

GRADING SCALE

A = 89.5%-100% B = 79.5-89.49% C = 69.5-79.49% D = 59.5-69.49% F = below 59.5%

Grades are rounded to the nearest whole percent.

ASSESSMENT OF STUDENT GAIN

The purpose of assessing student learning at Neosho County Community College is to ensure the educational purposes of the institution are met and appropriate changes are made in program development and classroom instruction to allow for student success.

INSTITUTIONAL ASSESSMENT OF GAIN. All incoming first-time full-time students are required to pre-test by using either the COMPASS or ACT test as a testing tool. All graduating sophomore students are given a post-test by using the NCCC Exit Exam testing tool. The purpose of the pre/post test is to measure the average student gain in general academic knowledge while attending Neosho County Community College.

PROGRAM ASSESSMENT OF GAIN. The Marketing/Management Education Department performs follow-up contacts on program completers one year after awarding program certificates. Placement in a vocation, successfully attending a higher level of institutional learning, or military service is considered a positive placement. The minimum acceptable level of placement is 70 percent. A program assessment tool may also be used by the Marketing/Management Department to assess mastery of program outcomes. An 80 percent proficiency or higher is major program outcomes is sought.

COURSE ASSESSMENT OF GAIN. Pre-assessment of all students is done during the first two weeks of the course either by oral interview or written test. Students must achieve a course percentage score of 70 percent to satisfactory complete the course based on the course evaluation method.

Attendance Policy

1. NCCC values interactive learning which promotes student engagement in the learning process. To be actively engaged, the student must be present in the learning environment.

2. Unless students are participating in a school activity or are excused by the instructor, they are expected to attend class. If a student's absences exceed one-eighth of the total course duration, (which equates to one hundred (100) minutes per credit hour in a face-to-face class) the instructor has the right, but is not required, to withdraw a student from the course. Once the student has been dropped for excessive absences, the registrar's office will send a letter to the student, stating that he or she has been dropped. A student may petition the chief academic officer for reinstatement by submitting a letter stating valid reasons for the absences within one week of the registrar's notification. If the student is reinstated into the class, the instructor and the registrar will be notified. Please refer to the Student Handbook/Academic Policies for more information
3. Absences that occur due to students participating in official college activities are excused except in those cases where outside bodies, such as the State Board of Nursing, have requirements for minimum class minutes for each student. Students who are excused will be given reasonable opportunity to make up any missed work or receive substitute assignments from the instructor and should not be penalized for the absence. Proper procedure should be followed in notifying faculty in advance of the student's planned participation in the event. Ultimately it is the student's responsibility to notify the instructor in advance of the planned absence.

ACADEMIC INTEGRITY

NCCC expects every student to demonstrate ethical behavior with regard to academic pursuits. Academic integrity in coursework is a specific requirement. Definitions, examples, and possible consequences for violations of Academic Integrity, as well as the appeals process, can be found in the College Catalog, Student Handbook, and/or Code of Student Conduct and Discipline.

ELECTRONIC DEVICE POLICY

Student cell phones and other personal electronic devices not being used for class activities must not be accessed during class times unless the instructor chooses to waive this policy.

NOTE

Information and statements in this document are subject to change at the discretion of NCCC. Students will be notified of changes and where to find the most current approved documents.

ACCOMMODATIONS

If you are a student with a disability who may need accommodation(s), in compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990, please notify the Dean of Student Services in the Student Services Office, Sanders Hall, 620-432-0304, on the Chanute Campus, or the Dean for the Ottawa and Online Campuses, 785-248-2798, on the Ottawa Campus as

soon as possible. You will need to bring your documentation for review in order to determine reasonable accommodations, and then we can assist you in arranging any necessary accommodations.

NON-DISCRIMINATION POLICY

The following link provides information related to the non-discrimination policy of NCCC, including persons with disabilities. Students are urged to review this policy.

<http://www.neosho.edu/Departments/NonDiscrimination.aspx>

SEXUAL MISCONDUCT POLICY (TITLE IX)

At NCCC, it is the responsibility of an instructor to help create a safe learning environment in the classroom, including both physical and virtual classrooms. All instructors are considered mandatory reporters at NCCC, therefore any information regarding sexual misconduct that is shared by a student in one-on-one meetings with the instructor must be reported to appropriate personnel at the College. Instructors will keep the information private to the greatest extent possible, but it is not confidential. Generally, climate surveys, classroom writing assignments or discussions, human subjects research, or events such as Take Back the Night events do not provide notice that must be reported to the Coordinator by employees, unless the reporting party clearly indicates that they wish a report to be made.

The following link provides information related to the sexual misconduct policy of NCCC, including resources, reporting options, and student rights. Students are urged to review this policy.

<http://www.neosho.edu/TitleIX.aspx>

COURSE NOTES

VOCATIONAL/CAREER COURSE DOCUMENTATION

This course is one course from the approved program in Vocational Business/Office and Information Systems. It is taken by those who wish to further develop office management skills and by those who seek positions in the administrative office field.

ADVISORY COUNCIL INVOLVEMENT

The Business/Office and Information Systems program maintains a Board of Reference for this vocational component. The coordinator communicates with the Board on a regular basis concerning issues or problems that occur and meets with the group one or two times each year.