BIT 120

HUMAN RELATIONS IN BUSINESS AND INDUSTRY

3 Credit Hours

Instructor: Mark Bindner

Prepared by: Mark Bindner
November 23, 2010

Career & Technical Education
Elizabeth Check, Dean
Mary Beth Ottinger, Division Chair
I. COURSE DESCRIPTION

A. Human Relations in Business and Industry focuses on the development of skills and personality factors essential for success in the workplace. The students will learn about time management and goal setting, human relations skills, business ethics, and business etiquette.

B. 3 semester credit hours

II. EXPECTED LEARNING OUTCOMES/ASSESSMENT MEASURE

<table>
<thead>
<tr>
<th>Students will develop positive intrapersonal skills.</th>
<th>Students will participate in self-assessments, set goals and action plans to improve their intrapersonal skills.</th>
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<tr>
<td>Students will learn strategies for developing positive workplace relationships. (Interpersonal skills)</td>
<td>Students will participate in a group project where they will use the strategies learned pertaining to developing positive workplace relationships and interpersonal skills</td>
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<tr>
<td>Students will develop goal setting and time management skills.</td>
<td>Students will participate in an activity where they will set goals and manage their time to complete the project.</td>
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<td>Students will be familiar with business ethics.</td>
<td>Students will write a paper on business ethics and/or deliver a presentation on the topic.</td>
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<td>Students will develop strategies for dealing with stress in the workplace.</td>
<td>Students will develop a PowerPoint presentation with real world examples demonstrating strategies learned pertaining to dealing with stress in the workplace.</td>
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<td>Students will demonstrate their knowledge of etiquette rules for business.</td>
<td>Students will develop and demonstrate good business etiquette behaviors throughout the semester as they participate in discussions and activities</td>
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III. COURSE OUTLINE

A. Understanding Behavior, Human Relations, and Performance
   i. Goal of human relations
   ii. Group behavior
   iii. Behavior, human relations, and organizational performance
   iv. Trends and challenges in the field of human relations
   v. Nine guidelines for effective human relations

B. Personality, Stress, Learning, and Perception
   i. Big Five personality dimensions
   ii. Personality profiles
   iii. Stress personality type
   iv. Causes of stress and coping strategies
   v. The four learning styles
   vi. Six biases affecting perception
   vii. Importance of first impressions
C. Attitudes, Self-Concept, Values, and Ethics
   i. Attitudes and explain how they affect behavior, human relations, and performance
   ii. How to change your attitudes
   iii. Six job satisfaction determinants
   iv. Self-concept
   v. How your manager's and your own expectations affect your performance
   vi. Develop a more positive self-concept
   vii. Personal values
   viii. Moral development

D. Time and Career Management
   i. Analyze your use of time
   ii. Priority determination questions
   iii. Time management system
   iv. Four career stages
   v. Career planning

E. Interpersonal Communication
   i. Four steps in the communication process
   ii. Message-sending process
   iii. Three levels of listening
   iv. Active projective listener
   v. How to give and receive feedback

F. Organizational Structure and Communication
   i. How communication flows through organizations
   ii. Three primary message transmission channels
   iii. How to deal with an emotional employee
   iv. How to give effective criticism

G. Dealing with Conflict
   i. The three ego states
   ii. Passive, aggressive, and assertive behavior
   iii. Conflict management styles
   iv. Steps of initiating, responding to, and mediating conflict resolutions

H. Leading and Trust
   i. Leadership is and how it affects behavior, human relations, and performance
   ii. Leadership theories and styles
   iii. Five dimensions of trust

I. Motivating Performance
   i. Motivation Process
   ii. Motivation Theories
   iii. Model for giving praise
   iv. Criteria for setting objectives
   v. Ways to enrich, design, and simplify jobs

J. Ethical Power and Politics
   i. How power, politics, and ethics affect behavior, human relations, and performance
   ii. Seven bases of power
   iii. Five influencing tactics
   iv. Necessity of organizational politics
   v. Ethical and unethical politics
   vi. Techniques to develop effective human relations with superiors, subordinates, peers, and members of other departments
K. Networking and Negotiating
   i. Steps in the networking process
   ii. One-minute self-sell
   iii. Networking interview
   iv. The negotiating process
   v. The influencing process

L. Team Dynamics and Leadership
   i. Team dynamics and development
   ii. Situational supervisory styles
   iii. Plan for and conduct effective meetings
   iv. Problem members and how to handle them

M. Teams and Creative Problem Solving and Decision Making
   i. Decision-making styles and model
   ii. Techniques for generating creative alternatives

N. Organizational Change and Culture
   i. Managing Change
   ii. Training and performance
   iii. Performance Appraisals and performance improvement
   iv. Coaching

O. Valuing Diversity Globally
   i. Prejudice and discrimination
   ii. Laws protecting minorities and women
   iii. Sexual harassment
   iv. Global diversity
   v. Handling a complaint

IV. METHOD OF INSTRUCTION

   A. Lecture
   B. Demonstration
   C. Class discussion
   D. Group projects

V. REQUIRED TEXTBOOK(S) WITH PUBLICATION INFORMATION


REQUIRED MATERIALS (STUDENT)

   Flash drive, pen, pencil and paper

VI. SUPPLEMENTAL REFERENCES

   Computer and Internet access

VII. METHOD OF EVALUATION (basis for determining grade)

   A. Discussion/Participation          10%
   B. Attendance                       10%
   C. Individual Assignments          20%
   D. Group Projects                  15%
   E. Peer Evaluations               05%
   F. Exams and Quizzes             40%
                                    100%
VIII. ADA STATEMENT

Any student requiring special accommodations should inform the instructor and the Coordinator of Disability Support Services (Library – phone 636-797-3000, ext. 169)

IX. ACADEMIC HONESTY STATEMENT

All students are responsible for complying with campus policies as stated in the Student Handbook (see College website)

Business Information Technology
Departmental Policies
Grade Scale, Attendance, Late Assignments

Grade Scale:

A - 90% and above
B - 80% and above
C - 70% and above
D - 60% and above
F - 59% and below

Attendance Policy:

Attendance will be 10% of final course grade for all BIT courses. Student will receive one (1) personal/sick day for a class which meets one day per week. Student will receive one (1) personal AND one (1) sick day for a class which meets two or three times per week. Entitles student to no penalty toward attendance grade. A -5 penalty will be incurred for each and every absence after accounting for personal and/or sick day passes.

Before (if known) or upon absence, notify instructor immediately by phone, e-mail, or personal conversation. **It is the student’s responsibility** to turn in any missed assignment(s) and schedule date for exam(s) missed. Due date for late assignment(s) **is at the discretion of the instructor.** Typically up to one week is given for assignment(s) and two weeks for exam(s).