Fall 2005

Course Title: Human Relations in Business - BA 157
Instructor: Dan Biagi
Office #: 28
Hours: 1:30 – 2:30

Required Text:
Quick Skills Series: Attitude and Self-Esteem
What Your Employer Expects
Workplace Politics and Personalities
Handling Conflict
Advancing Your Career
Organizing for Success

Course Description:
Students assess and develop human relations skills through a skill building approach with an emphasis on self-esteem and maintaining positive attitudes. Includes understanding human relations, behavior, and performance; diversity in personality and learning styles; perception; attitudes; values; communication skills; motivation; leadership; transactional analysis; assertiveness and conflict resolution; power, politics, and ethics; teams; problem solving and decision making, change; productivity and participative management.

Course Objectives:

Intended Learning Outcomes
At the completion of this course, the student will:
• Explain of the importance of human relations skills.
• List the guidelines to effective human relations.
• Compare and contrast the relationship between behavior, human relations, and organizational performance.
• Explain and compare different types of personality.
• List the biases of perception.
• List and explain the steps in the communication process.
• Communicate effectively.
• Explain the four classifications of motivation theories.
• Demonstrate knowledge of effective leadership traits and different leadership styles.
• Recognition of how leadership styles affect behavior, human relations, and performance.
• Knowledge of conflict management styles.
• Knowledge of the importance of vertical and horizontal relationships.
• Demonstrate awareness of cultural diversity.
• Demonstrate the ability to develop sensitivity for cultural diversity.
• Knowledge of the three ego states of transactional analysis.
• Utilize problem solving and decision-making techniques.
• List and explain the attributes that employers look for in hiring.

Course Topics:

Attitude                  Workplace Politics                  Leadership
Self-Esteem              Building Relationships                Managing Change
Work Ethic               Handling Conflict                    Organization
Integrity                Verbal Communication                  Time Management
Teamwork                 Nonverbal Communication                Employment Laws
Responsibility           Anger Management
Course Requirements

- Attend class daily.
- Read assigned textbook material.
- Complete assigned activities from the texts.
- Present oral reports as assigned.
- Complete written reports as assigned.
- Participate in group projects.
- Participate in class discussions.
- Participate in team work.

Portfolio:

In order to receive a final grade for this course you must maintain a portfolio of all of your work, along with any class notes and other specified documents as indicated by your instructor. This portfolio can be maintained in an appropriate binder or folder. This portfolio must be presented to me on the day of the final for this course. Failure to do so will result in a forfeit of your grade.

Late Assignment Policy:

You are required to be prepared for class on a daily basis. This includes reading assignments, oral and written reports, group projects, and other coursework as assigned. Late assignments will not be accepted for any reason.

Attendance Policy:

Daily attendance is required. If your absences exceed 3 days, you will be required to meet with me and submit a written plan to me outlining your makeup plan. If your absences exceed 5 days, you will be dropped from the course. If you cannot attend class, leave a message (527-4235) or send an email (dan.biagi@wwcc.edu) prior to your absence.

Grading Policy:

Grades will be given on the basis of the total points earned on attendance, assignments, quizzes, and tests. Your total points earned will be divided by the total points possible, and the grade will be assigned on the following percentages:

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