

**I. COURSE INFORMATION**

- A. Business 129 Human Relations in Business
- B. 3 credit hours
- C. Lussier, Robert N. *Human Relations in Organizations: Applications and Skill Building*. 11<sup>th</sup> ed. Ohio: McGraw-Hill, 2019
- D. Prerequisites: None

**II. COURSE DESCRIPTION**

This course covers the general principles of human relations underlying employee/employer activities, with realistic theory and practice in the basic problems in the work environment. The course is designed for the student who wishes to get ahead in his/her career and to get along with co-workers, subordinates, and supervisors. The course covers morale, personality traits, leadership, employee/employer relations, and the communication processes.

**III. LEARNING OUTCOMES**

- A. Identify keys to effective communication, the significance of attitudes and ethics in the work place, and corporate culture and identity
- B. List factors that determine organizational behavior, and behavior types and their impact on the organization
- C. Utilize behavior modification and reinforcement techniques, and conflict negotiation-confrontation management skills
- D. Describe organizational paradigms, employee motivational factors, performance rewards, leadership and self-directed work teams, empowerment and “buy-in”- the power of inclusion, power of position vs. personal power, how to manage the effect of change in the work place, brainstorming, and small group (team) activity-managed change

**IV. MAJOR CONTENT AREAS**

- A. Behavior, human relations and performance
- B. Foundation of human relations
- C. Leadership skills
- D. Team and organizational behavior, and performance

**V. ASSIGNMENTS (may include but are not limited to)**

- A. Exams and quizzes
- B. Discussions
- C. Assignments

**VI. EVALUATION METHODS (may include but are not limited to)**

- A. Attendance and participation
- B. Assignments
- C. Exams