MGMT A115: HUMAN RELATIONS AND SUPERVISION

Item	Value
Curriculum Committee Approval Date	12/02/2015
Top Code	050630 - Management Development and Supervision
Units	3 Total Units
Hours	54 Total Hours (Lecture Hours 54)
Total Outside of Class Hours	0
Course Credit Status	Credit: Degree Applicable (D)
Material Fee	No
Basic Skills	Not Basic Skills (N)
Repeatable	No
Grading Policy	Standard Letter (S)

Course Description

A behavior science approach to human relations in business with special emphasis on developing a student's leadership qualities, understanding, personal characteristics, and attitudes desirable for advancement to greater responsibilities in business management. Designed for on-the-job trainees or mid-management trainees who are seeking further insights in dealing with co-workers and management. Transfer Credit: CSU.

Course Level Student Learning Outcome(s)

1. Construct creative incentives to motivate organizational members, including the use of non-monetary motivational techniques.
2. Develop major course themes by producing a written paper that identifies the most significant learning experience(s) from the class that students can apply to become more effective in their personal and/or professional lives.

Course Objectives

• 1. Recognize the dynamic interplay of people involved in a business enterprise.
• 2. Demonstrate management skills necessary to resolve conflicting pressures inside business institutions.
• 3. Recognize major findings from behavioral science studies that apply to human relations in business.
• 4. Interpret organizational systems and development based on daily events, patterns, and systems.
• 5. Distinguish basic principles that guide and underlie the "how to" procedures of the daily practice of good human relations and supervision.
• 6. Relate with management as a member of the management team.
• 7. Recognize, define, and develop personal characteristics and attitudes desirable for good human relations and career advancement.
• 8. Gather information about organizational behavior from a wide variety of sources and observations.

Lecture Content

The Human Relationships Approach Introduction to human relations approach Classic and contemporary theories of management The history of organizational development   The forces influencing behavior at work Improving Personal and Organizational Communication The communication process How to improve personal communication Common communication problems Organizational communication and management theories High-tech communication Communication in a global economy Understanding Your Communication Style The communication style model Versatility and style flexing Predicting the styles of others   Building High Self-esteem How self-esteem influences behavior How to build self-esteem in yourself and others Self-esteem in classic and contemporary management systems Values and Ethics Character and integrity How personal values are formed Personal and corporate values Personal ethics and values in business Corporate ethics and management style Attitudes at Work How attitudes are formed Attitudes valued by employers Management systems and employee attitudes Improving employees attitudes Motivation and Performance The complex nature of motivation Influential motivation theories Expectations and motivation Self-motivation strategies Managing motivation Self-disclosure Understanding self-disclosure: The Johari Window Appropriate self-disclosure Barriers to self-disclosure in an organizational setting Emotional Balance Factors that influence emotions Coping with your anger and the anger of others Violence in the workplace Strategies for achieving emotional control Building Stronger Relationships with Positive Reinforcement Personal and organizational growth through positive reinforcement Forms of positive reinforcement Barriers to positive reinforcement Rewarding individual and team performance Developing a Professional Presence Making a good impression Projecting a positive image A Leadership Approach to Team Building Introduction to the use of teams in business Team building skills for leaders Contemporary management theories and teamwork Situation leadership The employees role in teamwork Personal strategies for effective teams   Effective Conflict Resolution A new view of conflict Dealing with conflict Conflict resolution processes Labor unions and conflict resolution Adapting to Personal and Work Related Stress The stress factor Major causes of stress Assessing the stress in your life Stress management strategies   Stress, change, and chaos theory Valuing Work Force Diversity The nature of diversity Prejudiced attitudes Discrimination Enhancing diversity Changing Roles of Men and Women Problems facing women and men in organizations Challenges and opportunities for working men and women How t o cope with gender biased behavior Planning for an Effective Career in Human Relations Developing your personal definition of success Developing a healthy lifestyle Planning for changes in your life

Method(s) of Instruction

• Lecture (02)
• DE Live Online Lecture (02S)
• DE Online Lecture (02X)

Instructional Techniques

1. Lecture and application of ideas 2.   Discussion, individual, and small group exercises 3.   Collaborative learning 4.   Case studies 5.   Peer feedback 6.   Small group projects 7.   Research (including Internet-based) and observations

Reading Assignments

Students will spend a minimum of 3 hours per week reading assigned texts and/or other assigned materials.

Writing Assignments

Students will complete individual and group written exercises and essays that require them to synthesize and apply new information and skills developed during the course. Students will be required to complete written (or oral) presentations that gather information from a wide variety of courses (including the Internet) and their own personal observations, and use that information in a problem solving mode. Students will spend a minimum of 2 hours per week writing papers and assignments

Out-of-class Assignments

Students will spend a minimum of 3 hours per week completing assignments as required for papers and learning activities

Demonstration of Critical Thinking

Students will be evaluated through a variety of formal and informal examinations, including written essays and casework. They will also complete numerous self-surveys and writing assignments, including essays that reflect the synthesis of information presented in the class and/or that analyze the students own skills and attitudes. A group project will test the students ability to understand and apply learning about teamwork.

Required Writing, Problem Solving, Skills Demonstration

Students will complete individual and group written exercises and essays that require them to synthesize and apply new information and skills developed during the course. Students will be required to complete written (or oral) presentations that gather information from a wide variety of courses (including the Internet) and their own personal observations, and use that information in a problem solving mode.

Textbooks Resources

1. Required Hodgets, Richard, and Kathryn Hegar. Modern Human Relations at Wor, 10th Ed. ed. Mason: Thomson-Southwest Publishers, 2008 2. Required Hegar, K.. Modern Human Relations at Work, ed. Thompson/Southwest, 2012 3. Required Covey, S.. The 7 Habits of Highly Effective People, ed. New York: Free Press, 1989 Rationale: `