

College of San Mateo
Official Course Outline

1. **COURSE ID:** BUS. 101 **TITLE:** Human Relations At Work
Units: 3.0 units **Hours/Semester:** 48.0-54.0 Lecture hours; 96.0-108.0 Homework hours; 144.0-162.0 Total Student Learning hours
Method of Grading: Grade Option (Letter Grade or Pass/No Pass)
Recommended Preparation:
 Eligibility for ENGL 100, or Eligibility for ENGL 105

2. **COURSE DESIGNATION:**
Degree Credit
Transfer credit: CSU
AA/AS Degree Requirements:
 CSM - GENERAL EDUCATION REQUIREMENTS: E5b. Social Science
 CSM - GENERAL EDUCATION REQUIREMENTS: E5d. Career Exploration and Self-Development
CSU GE:
 CSU GE Area E: LIFELONG LEARNING AND SELF-DEVELOPMENT: E1

3. **COURSE DESCRIPTIONS:**
Catalog Description:
 An overview of the basic behavioral science principles used to understand organizational behavior and interpersonal relations. Human relations skills are developed through a combination of theoretical knowledge and group exercises. Topics include self-knowledge, perception, self-image, self-management, communications, motivation, conflict resolution, leadership, diversity, ethical choices, and the effects they have on today's multicultural and highly diverse organizational and social groups.

4. **STUDENT LEARNING OUTCOME(S) (SLO'S):**
 Upon successful completion of this course, a student will meet the following outcomes:
 1. Apply traditional and contemporary human relations theories and practices in highly diverse social and organizational settings.
 2. Describe how interpersonal skills impact an individual's choices throughout life.
 3. Evaluate ethical choices in personal and organizational settings.

5. **SPECIFIC INSTRUCTIONAL OBJECTIVES:**
 Upon successful completion of this course, a student will be able to:
 1. Examine the historical movement of human relations studies and theories and apply those to contemporary situations in organizational practices.
 2. Understand how basic psychological principles and increasing self-knowledge affects behavior to relationships with others in social and organizational settings.
 3. Define and explain the sender-receiver communication model, and barriers and filters to effective communication.
 4. Analyze how paraphrasing, empathetic listening, feedback, and reflecting response affect interpersonal communications.
 5. Describe the communication style model and identify individual communication styles based on behavior.
 6. Describe the various techniques and styles for dealing with conflict. Discuss the appropriate style for diverse situation.
 7. Evaluate and analyze traditional and contemporary motivational theories affecting human behavior in diverse groups.
 8. Describe the importance of self-concept, self-efficacy, and self-fulfilling prophecy to individual and group performance and employ proven techniques for self-improvement.
 9. Explain the importance of values and ethics to the success of an organization.
 10. Describe the different leadership theories and practices that have evolved throughout history and the effects on individual and group behavior.
 11. Explain the impact of organizational change and culture in the global business environment.
 12. Examine benefits and challenges with workplace diversity and its impact on organizations.
 13. Evaluate how modern technology impacts human relationships with oneself, with others and with groups.

6. **COURSE CONTENT:**

Lecture Content:

1. Understanding Behavior, Human Relations, and Performance
 - A. Development of Human Relations Management
 - a. Behavioral themes throughout history
 - B. Major Themes in Human Relations
 - a. Communication
 - b. Self-awareness
 - c. Motivation
 - d. Conflict resolution
 - e. Ethics
2. Personal Values and Self-Image
 - A. Sources of personal values
 - B. Values and perception
 - C. Sources and consequences of self-image
 - D. Editing our dysfunctional programming
3. Intimate Relations
 - A. Intimacy as productive connection
 - B. Relationship as the "Acid Test" of skill
4. Work and Career
 - A. The fit between who we are and what we do
 - B. Inner versus outer directed
5. Creative Self-Management
 - A. The importance of both discipline and awareness
 - B. Personality attributes of peak performers
 - C. Managing priorities (Time)
 - D. Managing stress
6. Attitudes, Self-concept, Values, and Ethics
 - A. Importance of attitudes in the workplace
 - B. Attitudes valued by employers
 - C. How values influence ethics
7. American Work Ethic
 - A. Role of work ethics in society
 - B. Impact of corporate social responsibility on
 - a. Employees
 - b. Customers
 - c. Community
 - d. Government
8. Interpersonal Communication
 - A. Sender-Receiver model
 - B. Listening
 - C. Congruence
 - D. Barriers and gateways
9. Organizational Structure and Communication
 - A. Formal
 - B. Informal
 - C. Vertical
 - D. Horizontal
10. Dealing and Managing Conflict
 - A. Conflict as a source of productive connection
 - B. Conflict response choices
 - C. Collaborative problem solving
11. The Challenge of Change
 - A. Resistance to change
 - B. The role of habit
 - C. The challenge of perception
12. Motivating performance
 - A. Complex nature of motivation
 - B. Influential motivational theories
 - C. Motivating generations
 - D. Self-motivation strategies

13. Networking and negotiation
 - A. Developing a professional presence
 - B. Resolving conflict assertively
 - C. Negotiating effectively
14. Team dynamics and leadership
 - A. Empowerment
 - B. Influence
 - C. Creative problem solving and decision making in teams
15. Applying human relation skills
 - A. Responding to work-related stress
 - B. Building stronger relationships
16. Workforce Diversity
 - A. Understanding diversity
 - B. Different forms of discrimination
 - C. Benefits of a diverse workforce
 - D. Changing role of men and women
 - a. How to cope with gender-bias
 - b. Problems men and women face in organizations

7. REPRESENTATIVE METHODS OF INSTRUCTION:

Typical methods of instruction may include:

- A. Lecture
- B. Discussion
- C. Guest Speakers

8. REPRESENTATIVE ASSIGNMENTS

Representative assignments in this course may include, but are not limited to the following:

Writing Assignments:

- A. A minimum of two, two-page essays are assigned during the semester.
- B. A three to five page paper is assigned during the semester.

Reading Assignments:

- Assigned textbook chapters, approximately 15-20 pages per week

Other Outside Assignments:

- One assignment involves a group project that provides the students to apply what they have learned about leadership, motivation, interpersonal communication, negotiation, politicking, and effective communications through a group presentation on a relevant subject.

To be Arranged Assignments:

- Not Applicable.

9. REPRESENTATIVE METHODS OF EVALUATION

Representative methods of evaluation may include:

- A. Class Participation
- B. Class Performance
- C. Class Work
- D. Exams/Tests
- E. Group Projects
- F. Homework
- G. Oral Presentation
- H. Papers
- I. Projects
- J. Quizzes
- K. Written examination
- L. Skill development exercises.

10. REPRESENTATIVE TEXT(S):

Possible textbooks include:

- A. Portolese, L.. *Human Relations: Career, Relationships and You*, 4.0 ed. Boston, MA: Flatworld, 2023

Origination Date: November 2023
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Effective Term: Fall 2024
Course Originator: Philip Tran