

BUS 67 – Human Relations and Resources
Spring 2012 – Section 74211
Cabrillo College – Watsonville Campus

Instructor: William J. Woska, J.D.

Telephone: 831-625-1226

Email: williamwoska@gmail.com

Office Hours: By appointment prior to Thursday class.

Course meeting time: Thursday from 6:00 – 9:05 p.m.

Textbook: *Human Relations: Interpersonal Job-Oriented Skills, 11th ed.*, by Andrew J. DuBrin, (2012). Prentice Hall. ISBN: 978-0-13-510941-0

Materials Required:

Access to internet may be of assistance. Access to professional management journals and magazines may provide assistance with respect to a better understanding of concepts that will be encountered in this course.

Dropping the class:

If you decide to drop this class, it is required that a drop slip be submitted to the Admissions and Records Office to avoid a Failing grade.

Academic Integrity Policy

Academic integrity means doing academic work in a manner that strives to achieve the learning objectives your courses have set out for you. It means that you follow the rules and procedures prescribed by your instructors so that you acquire the skills and knowledge your courses are designed to give you. It means you engage in ethical practices in taking tests and doing assignments and that you respect intellectual property rights by fully disclosing sources of information that appear in your papers and presentations.

Academic integrity pays off by ensuring that you get the education you are working and paying for and that all students are playing from a level field. Academic integrity maintains the good reputation of the college and guarantees the value of your education.

Classroom Etiquette:

Every person in the classroom deserves to be treated with respect. Please participate as part of the team in establishing a classroom with an environment where learning is maximized, respectful, productive and enjoyable. In order to achieve this goal, the following classroom procedures shall apply:

1. **Cell phones and all other electronic devices must be turned off during class.** Do not answer your phone in class. It should be placed in your backpack, purse, or pocket during class. There will be a one grade deduction for each violation of this policy (an "A" grade for the class would become a "B" grade for one violation, a "C" grade for two violations, etc.).
2. Grade restoration - if the cell phone policy is violated and a grade point deducted from the student's final grade, the student may restore the lost grade point by preparing a research assignment provided by the instructor with a passing grade that is a minimum of five typed double-spaced pages.
3. If an emergency call is expected, the professor must be notified **in advance** prior to class. Instructions will be provided with respect to the matter.
4. It is expected that students will be on time and prepared for each class session.

College Policies:

It is the responsibility of the student to read and follow all policies of the college. An important policy addresses time lines for **adding** or **dropping** classes. Failure to do so consistent with the established deadlines may result in a failing grade or not receiving credit for a class.

If you have a disability that requires accommodations for this class, please contact the Learning Skills Program at 479-6200 (for students with learning disabilities and Attention Deficit Disorder) or Disabled Student Services at 479-8379, to make arrangements as soon as possible.

Course Description:

This course applies the principles of motivation, leadership fundamentals, quality improvement, communication, cultural awareness and diversity, interpersonal relations, and organizational structure as they relate to Human Resources. Topics include motivational theories, developing teamwork skills, enhancing ethical behavior, stress management, customer service, and job search and management skills. 3 units; 3 hours lecture.

Recommended preparation: Eligibility for ENGL 100 and READ 100.

Course Content:

- Organizational behavior
- Interpersonal Communication
- Interpersonal Skills for the Digital World
- Group Problem Solving
- Decision Making
- Motivating Others
- Customer Service
- Enhancing Ethical Behavior
- Conflict and Negotiation
- Stress Management
- Job Search
- Management Skills

Course Objectives:

Upon satisfactory completion of this course, the student should be able to demonstrate that they:

- have experienced personal growth, increased self awareness, and the development of human relations skills through classroom assignments, exercises, and projects;
- explore personal and professional identity in order to facilitate growth;
- explore how personal values influence ethical choices;
- identify and evaluate teambuilding and conflict resolution strategies;
- identify strategies to develop and maintain successful relations with individuals at work and society;
- recognize, identify and transfer learning derived from life experiences at work and society;
- explore and apply concepts that are essential to student academic success;
- compose a research paper using appropriate citation style.

Course Plan and Outline:

The course is a combination of lectures, discussion, case studies, readings, papers, tests, and individual and group presentations with an emphasis on participation.

Requirements and Grading:

Grades will be based on the following evaluation methods:

1. Written assignments (case studies).
2. Term project – chapter outline.
3. Participation/presentations.
4. Midterm examination.
5. Final examination.
6. Letter grades:
 - A – 90% + 360 + points
 - B – 80 – 89% 320 - 359
 - C – 70 – 79% 280 - 319
 - D – 60 – 69% 240 - 279
 - F – 59% and below Less than 240

Assignments Related to Grading:

- 100 points – Final examination – (T/F/Multiple Choice/Case Study Analysis).
- 100 points – Business 67 outline.
- 50 points – Midterm examination (T/F/Multiple Choice/Case Study Analysis).
- 50 points – Notes – preparation and organization - midterm examination.
- 25 points – Participation during class sessions (assignment and case study discussions).
- 75 points – Written assignments - case study analysis.

Written Assignments:

All assignments must be typed, double-spaced on standard sized paper (8.5" x 11") with a one inch margin on both sides. Use a 12 pt. Times New Roman font. Type your name, class, and date in the upper right hand corner, single spaced. A title page is not required. Grammar, spelling, and proper English usage are necessary and will be a factor in grading. Each page should be numbered and include your name. Assignments requiring more than one page should be stapled together.

Class Sessions and Assignments:

Note – **all case studies are written assignments** due on the evening when reviewed. Papers submitted after the due date will be penalized one grade point lower for each week late (an “A” paper will become a “B” paper, etc.). More than two late submissions will result in an “F” grade in the written assignments grading category.

<u>Week</u>	<u>Date</u>	<u>Topic</u>
1	Feb. 9	Overview of course. Review syllabus. Re view written assignment requirements. Review term project requirements. Introduction to Human Relations Chapter 1 – pp. 2 – 19. Case Study 1.2 – pp. 18 – 19.
2	Feb. 16	Understanding Individual Differences. Chapter 2 – pp. 20 – 45. Written analysis - Case 2.2 – pp. 44 – 45.
3	Feb. 23	Building Self-Esteem and Self-Confidence. Chapter 3 – pp. 46 – 67. Written analysis - Case Study 3.2 - pp . 66 -67.
4	March 1	Interpersonal Communication. Chapter 4 – pp. 68 – 92. Written analysis - Case Study 4.3– p. 91.
5	March 8	Interpersonal Skills for the Digital World Chapter 5 – pp. 94 – 115. Written analysis - Case Study 5.1 – p. 114.
6	March 15	Developing Teamwork Skills Chapter 6 – pp. 116 – 137. Written analysis - Case Study 6.2 – pp. 136 – 137.

7	March 22	Group Problem Solving and Decision Making Chapter 7 – pp. 138 – 157. Written analysis - Case Study 7.1 – p. 156.
8	March 29	Cross-Cultural Relations and Diversity Chapter 8 – pp. 158 – 179. Written analysis - Case Study 8.1 – pg. 178. Midterm examination.
9	April 5	Resolving Conflicts with Others Chapter 9 – pp. 180 – 205. Written analysis - Case Study 9.1 – p. 204.
10	April 4 – 9	Spring Break
11	April 19	Becoming an Effective Leader Chapter 10 – pp. 206 – 230. Written analysis - Case Study 10.1 – pp. 229 – 230.
12	April 26	Motivating Others Chapter 11 – pp. 232 – 253. Written analysis - Case Study 11.2 – p. 253.
13	May 3	Helping Others Develop and Grow Chapter 12 – pp. 254 – 276. Written analysis - Case Study 12.2 – pp. 275 – 276.
14	May 10	Customer Satisfaction Skills Chapter 14 – pp. 308 – 331. Written analysis - Cast Study 14.1 – p. 330.
15	May 17	Enhancing Ethical Behavior Chapter 15 – pp. 332 – 355. Written analysis - Case Study 15.2 pp. 354 – 355. Team Project Presentations

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16	May 24	Stress Management and Personal Productivity Chapter 16 – 356 – 385. Team Project Presentations
17	June 1	Final Examination Team Project Presentations Final examination