

COURSE OUTLINE

Business Administration 110 Human Relations in Business

Catalog Statement

BUSAD 110 aids future employees as well as present employees in understanding and applying human relations concepts to the business environment. Topics include attitude, morale, motivation, communication, business etiquette, productivity, ethics, customer service and leadership.

Total Lecture Units: 3.0

Total Laboratory Units: 0.0

Total Course Units: 3.0

Total Lecture Hours: 48.0

Total Laboratory Hours: 0.0

Total Laboratory Hours To Be Arranged: 0.0

Total Faculty Contact Hours: 48.0

Recommended preparation: Eligibility for ENGL 120 or ESL 151

Course Entry Expectations

Prior to enrolling in the course, the student should be able to:

- analyze short essays (approximately 2-6 pages in length) to identify thesis, topic, developmental and concluding sentences, as well as transitional expressions used to increase coherence;
- comprehend multi-paragraph reading passages in textbooks.

Course Exit Standards

Upon successful completion of the required coursework, the student will be able to:

- identify reasons why human relations in business are important;
- describe factors that management is looking for in its employees;
- apply techniques of effective listening in common workplace scenarios;
- explain why a positive attitude is essential to career success.

Course Content

Total Faculty Contact Hours = 48.0

Introduction to Human Relations (9 hours)

Importance of human relations in business
Interpersonal skills in today's work world
Employer and employee expectations b

Attitude and Relationships (9 hours)

Cultural differences
Diversity at work
Relationships with coworkers, clients, and supervisors
Teamwork

Business Etiquette (6 hours)

Telephone etiquette
Technology etiquette
Interpersonal etiquette

Communications (10 hours)

Effective communication on the job
Effective oral presentations
Nonverbal communication
Conversational skills in work situations
Managing stress on the job
Customer service

Legal and Ethical Issues Related to Human Relations (7 hours)

Ethics in business
Discrimination laws
Sexual harassment
Unions and management
Grievances, mediation, arbitration
Ethics in business

Leadership and Career Growth (7 hours)

Job preparation skills
Interviewing
Managing and leading others

Methods of Instruction

The following methods of instruction may be used in the course:

- lecture/demonstration;
- interactive discussion;
- case studies;

Out of Class Assignments

The following out of class assignments may be used in the course:

- individual written and oral assignments (e.g. reports, interviews, and oral presentations);
- team assignments (e.g. group reports and presentations on effective oral presentations techniques).

Methods of Evaluation

The following methods of evaluation may be used in the course:

- quizzes;
- midterm examinations;
- final examination.

Textbook(s)

Reece, Barry. *Effective Human Relations: Interpersonal and Organizational Applications*. 12th ed. Florence: South-Western 2014. Print.
10th Grade Textbook Reading Level. ISBN: 978-1133960836

Student Learning Outcomes

Upon successful completion of the required coursework, the student will be able to:

- identify reasons why human relations in business is important;
- describe methods to improve ability to listen effectively;
- explain why a positive attitude is important to career success;
- discuss techniques of effective customer and employee relations in areas such as damaged relationships, acknowledging mistakes and making positive comments.