

CATALOG INFORMATION

Dept and Nbr: BAD 52

Title: HUMAN RELATIONS

Full Title: Human Relations in Organizations

Last Reviewed: 2/28/2022

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	3.00	Lecture Scheduled	3.00	17.5	Lecture Scheduled	52.50
Minimum	3.00	Lab Scheduled	0	3	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	3.00		Contact Total	52.50
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 105.00

Total Student Learning Hours: 157.50

Title 5 Category: AA Degree Applicable

Grading: Grade or P/NP

Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP

Also Listed As:

Formerly:

**Catalog Description:**  
An awareness and self-understanding of how interpersonal skills influence relationships with others. Enhance those skills to be more successful as a member of a work environment and society. Human relations addresses issues of self-esteem, values, attitudes, motivation, communications, team dynamics, change, creativity, conflict, stress, diversity, ethics, and health.

**Prerequisites/Corequisites:**

**Recommended Preparation:**  
Eligibility for ENGL 100 or ESL 100

**Limits on Enrollment:**

**Schedule of Classes Information:**  
Description: An awareness and self-understanding of how interpersonal skills influence relationships with others. Enhance those skills to be more successful as a member of a work environment and society. Human relations addresses issues of self-esteem, values, attitudes, motivation, communications, team dynamics, change, creativity, conflict, stress, diversity, ethics, and health. (Grade or P/NP)

Prerequisites/Corequisites:

Recommended: Eligibility for ENGL 100 or ESL 100

Limits on Enrollment:

Transfer Credit: CSU;

Repeatability: Two Repeats if Grade was D, F, NC, or NP

## **ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:**

<b>AS Degree:</b>	<b>Area</b>		Effective:	Inactive:
	B	Communication and Analytical Thinking	Fall 1981	
<b>CSU GE:</b>	<b>Transfer Area</b>		Effective:	Inactive:
	E	Lifelong Learning and Self Development	Fall 1981	
<b>IGETC:</b>	<b>Transfer Area</b>		Effective:	Inactive:
<b>CSU Transfer:</b>	Transferable	Effective:	Fall 1981	Inactive:
<b>UC Transfer:</b>		Effective:		Inactive:

**CID:**

**Certificate/Major Applicable:**

Both Certificate and Major Applicable

## **COURSE CONTENT**

**Outcomes and Objectives:**

Upon completion of this course, students will be able to:

1. Examine the cultural considerations that influence self-esteem, personal values, and personal attitudes.
2. Describe the communication process and the factors that influence communication interactions.
3. Determine personal communication style and explain the concept of communication style bias.
4. Describe five of the most influential theories of motivation.
5. Differentiate between internal and external motivators in the workplace.
6. Compare and contrast the levels of Maslow's "Motivational Needs" of physiological, security, social, self-esteem, and self-actualization.
7. Distinguish between the common types of work teams and the stages of team development.
8. Describe the major causes of conflict in the work setting.
9. Describe the key elements of the conflict resolution process.
10. Distinguish between prejudice attitudes and discrimination in the workplace.
11. Summarize the guidelines outlined by the Equal Employment Opportunity Commission [EEOC] to define sexual harassment.
12. Define the concept of valuing diversity using the intercultural theory of low-context/individualism and high-context/collectivism.
13. Identify the major personal and work-related stressors and identify strategies for improving physical and emotional health.

**Topics and Scope:**

1. History of Human Relations
2. Self-Esteem
  - a. Self-efficacy
  - b. Self-respect
  - c. Internal/external Locus of Control
3. Self-Awareness
  - a. Attitudes
  - b. Values
  - c. Johari Window
  - d. Self-concept
  - e. Self-disclosure
4. Motivation
  - a. Maslow's Hierarchy of Needs
  - b. McClelland's Needs Theory
  - c. Herzberg's Motivational Theory
  - d. Victor Vroom's Expectancy Theory
  - e. Douglas McGregor's Theory X/Theory Y
  - f. B. F. Skinner's Reinforcement Theory
  - g. Job enrichment as a motivator
  - h. Self-fulfilling prophecy
5. Communication and Human Relations
  - a. Proxemics or personal space
  - b. Verbal and non-verbal messages
  - c. Vertical and horizontal communication channels
  - d. Formal and informal groups
  - e. Team building in the work environment
  - f. leadership styles
  - g. Assertive vs. aggressive communication
6. Valuing Diversity in Today's World
  - a. Intercultural communications
  - b. Low-context/High context cultures
  - c. Prejudiced attitudes
  - d. Ethnocentrism
  - e. Discrimination
  - f. Americans with Disabilities Act
  - g. Sexual harassment
7. Conflict Management
  - a. Types of conflict
  - b. Values conflicts
  - c. Thomas-Kilman Conflict Model
8. Business Ethics and Social Responsibility
9. Maintain Health
  - a. Stress management
  - b. Nutritional considerations
  - c. Improving personal health
  - d. Employee assistance programs
  - e. Self-discipline
  - f. Self-direction

**Assignment:**

Assignments may include the following:

1. 20 to 30 pages per week of assigned reading
2. Weekly quizzes covering assigned reading
3. Completion of established assessment tools
4. Multiple exams involving multiple choice, true/false questions covering the text
5. Personal reaction papers of a minimum of 15 pages

### Methods of Evaluation/Basis of Grade:

**Writing:** Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Written homework, student journals

Writing  
20 - 30%

**Problem Solving:** Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Assessment tools such as Communication Style using Wilson Style Inventory and Conflict Management Style using Thomas-Kilman Conflict Model.

Problem solving  
10 - 20%

**Skill Demonstrations:** All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

None

Skill Demonstrations  
0 - 0%

**Exams:** All forms of formal testing, other than skill performance exams.

Multiple choice, Matching items

Exams  
60 - 70%

**Other:** Includes any assessment tools that do not logically fit into the above categories.

None

Other Category  
0 - 0%

### Representative Textbooks and Materials:

Human Relations: Strategies For Success, 3rd Edition, Lowell Lamberton and Leslie Minor Evans, McGraw-Hill Irwin Publishing Company, 2007.

Effective Human Relations: Personal and Organizational Applications, 10th Edition, Barry L. Reece and Rhonda Brandt, Houghton Mifflin Company, 2008.