

COURSE: PSYC 100 – Psychology of Human Relations

INSTRUCTOR: Pamela Hohn, M.Ed. (882-5284 ext. 245) or Karen Amundsen (ext. 358)

DURATION: 3 credits

TEXT: *Human Relations Principles and Practices*, Barry L. Reece and Rhonda Brandt, 6th edition. (Reference)

COURSE DESCRIPTION: Human relations is a practical course that presents the interpersonal "people skills" that are important in the modern workplace. Topics include communicating effectively, assertive behavior, teamwork, conflict resolution, and work ethics. Students will gain awareness of their individual work styles and how to work effectively with people with different styles in a diverse workplace. Specific techniques for coping with job stress and managing anger will also be emphasized. Class activities and assignments will stress practical application of skills. Course is also applicable in personal settings, such as family, social, and school.

COURSE OBJECTIVES

Upon successfully completing the course, students will:

1. Define the nature, purpose and importance of human relations, personally and professionally.
2. Identify their individual personality and work profile (i.e., where they like to focus their attention, the way they take in information, and the way they make decisions), and the strengths and limitations of that style.
3. Describe the strengths and limitations of other work styles and how to work cooperatively with workers with different styles.
4. Describe the stages of team development, characteristics of an effective work team, and how to be a capable team member.
5. Explain how self-esteem influences behavior and how to build self-esteem in self and others.
6. Describe and utilize appropriate communication skills including nonverbal communication, active listening, and barriers to communication.
7. Recognize, describe, and demonstrate assertive behavior and describe how it differs from passive and aggressive behavior.
8. Identify the attitudes valued by employers impact of corporate values and assess personal values.
9. Identify character traits associated with being an ethical person and use a systematic method for making ethical decisions and behaving ethically.
10. Identify types of sexual harassment, how to prevent it, and steps to follow if harassment occurs in the workplace.
11. Identify the issues involved in working with people from different cultural backgrounds and how to work effectively in a diverse workplace.
12. Recognize and identify the use of common defense mechanisms in the workplace and how to work effectively with people who employ defense mechanisms.
13. Recognize and identify the different communication styles of men and women and strategies to improve gender communication and work effectiveness.
14. Describe and demonstrate strategies for resolving conflict, achieving emotional control, and managing workplace stress.
15. Identify the purpose of an union in the work environment.

COURSE GUIDELINES:

1. Exams and quizzes cover material discussed in class and may consist of multiple choice, true and false, case studies, or essays.
2. Students will have **one week** to make up missed exams or late assignments. After one week, a penalty will be enforced.
3. If a student is observed cheating on an exam or assignment, an automatic 0% will be received. If the student is observed a second time, the student will be removed from the course.
4. If a student hands in an assignment pertaining to *plagiarism* (i.e., movie review from the internet), the student will be asked to rewrite the assignment with one letter grade deducted.
5. The learning environment will be characterized by multiple respect. To avoid disruption of teaching and learning in this course, it is expected that students will not carry on inside conversations while class is in session. Feel free to talk with fellow class members during small group discussions/activities.
6. During class, please turn off pagers and cell phones unless you are expecting an emergency call. In this case, please inform the instructor before class begins.
7. No food or beverages are allowed in class unless permission is given by the instructor.
8. It is expected that students and instructor will respect confidentiality and not repeat personal information about class members outside of class.
9. The instructor has the right to alter the syllabus, assignments, and exams during the course. Any changes will be announced in class.

COURSE REQUIREMENTS:

1. Students will use the library/internet to conduct an information search for two professional articles relating to the subject of human relations. Each article is worth 25 points. (The format is attached, "Professional Article Assessment Guideline.")
2. Class assignments will be assigned at the discretion of the instructor.
3. Students will complete a final exam.

ATTENDANCE POLICY: Students will attend class as scheduled. Attendance is a critical factor for success on the job; therefore it is important in school. A common employment policy is to allow 10% time absent per semester. Using this percentage, students in a three-credit (3) course can miss six (6) hours without penalty. Consequences of more than six (6) hours absence include automatic withdrawal from class and a failing grade. The student's program instructors will be notified of excessive absences. If a student is absent, a form will be filled out and placed in a file. Please call 882-5284, ext. 245 if you must be absent.

GRADING CRITERIA: Accumulated points will be calculated as a percentage of the total points possible and a letter grade assigned as follows:

100% - 94% = A 93% - 87% = B 86% - 80% = C 75% - 79% = D 74% or Below = F

Grades will be distributed to the student/department supervisor at mid-term. If a student wishes to review their grade, please refer to E-learning for current grades.

Revised: 7/09

**LAKE AREA TECHNICAL INSTITUTE
PSYC 100 – PSYCHOLOGY OF HUMAN RELATIONS
PROFESSIONAL ARTICLE ASSESSMENT GUIDE**

Take a current or recent issue being reported in the media and write a 1-2 page paper about it. This paper should be typed.

Name of Student

Name of Article (1 point)

Author of Article (1 point) If no author, indicate not listed.

Date of Article (1 point)

Source of article (Http address, magazine, newspaper etc.) (1 point)

1. Short Description/Summary (5 points)

What is the issue and why? List three to four key ideas. You may include two or three key sentences that struck you as memorable and contain a key message.

2. Author's Influence (5 points)

How has the author tried to influence you? Does he/she have valid points? Why do you think so?

3. Your Reaction to the Article (6 points)

Do you agree with the article's perspective? How did the article relate to Human Relations? What did you gain from reading the article?

4. Vocabulary Growth (5 points)

List any new, special, or technical words that you found in this article. Include the definition for each word.

You must photocopy the article from which you based your report on and hand it in with your paper.