



Wayne County Community College District

COURSE SYLLABUS

BUS 215 Human Relations in Business

CREDIT HOURS: 3.00

CONTACT HOURS: 45.00

COURSE DESCRIPTION: Managing an organization's people is often the most challenging and complex task that is required of a leader. In this course, you will acquire the knowledge and skills needed to manage people in a business setting by developing your human relations skills. Students will learn the principles and concepts of the behavioral sciences as they apply to interpersonal relationships. Emphasis is placed on developing effective human relations skills for the workplace, including teamwork, and motivating and influencing others.

PREREQUISITES: BUS 150

EXPECTED COMPETENCIES:

Upon completion of this course, the student will be familiar with:

- Describe and understand how effective human relations in a business environment begins with self-understanding
 - Identify how work and personal life influence each other
 - Describe how the human relations movement began
 - Identify the major factors that influence job performance behavior
 - Discuss self-esteem enhancing techniques
 - Discuss the importance of self-confidence and its sources
 - Develop self-discipline to achieve goals and stay motivated.
 - Identify how needs and motives influence motivation
 - Develop self-motivation techniques.
 - Discuss what emotional intelligence entails
 - Identify the components of attitudes
 - Discuss how values impact human relations.
 - Discuss business ethics and making ethical decisions
 - Identify personal characteristics that influence problem solving ability
 - Identify and discuss the steps to problem solving and decision making
 - Identify and discuss how critical thinking relate to problem solving and creativity
 - Identify how multiple intelligences contribute to problem solving and creativity
- Create a supportive work environment through dealing effectively with people
 - Identify how interpersonal communication relates to relationship building
 - Identify and discuss non- verbal, barriers and bridges to communication
 - Develop active listening skills
 - Identify formal and informal channels of communication in workplace
 - Identify and practice effective strategies for conducting and participating in business meetings
 - Discuss strategies for relationship building across the organization
 - Identify strategies for coping with difficult people
 - Identify and discuss techniques for resolving conflict
 - Discuss the good and bad side of conflict.
 - Identify the traits and characteristics of effective leaders
 - Identify and discuss the behaviors and skills of effective leaders
 - Identify leadership styles and style flexibility
 - Identify and discuss challenges to being a first time leader
 - Identify strategies for motivating others toward great performance



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- Discuss classic theories of work motivation
- Discuss motivating through empowerment, job design and positive reinforcement
- Understand strategies and tactics for building teamwork
- Understand and discuss group dynamics
- Identify characteristics of an effective work group
- Discuss diversity and cross-cultural competence
- Identify major dimensions of differences in cultural values
- Identify approaches to improving cross-cultural relations
- Discuss overcoming cross-cultural communication barriers
- Identify legal aspects of working in a culturally diverse environment
- Understand the ways in which organizations use diversity to advantage
- Describe and understand career advancement strategies
 - Identify career advancement strategies and tactics
 - Develop networking skills
 - Identify different learning styles
 - Discuss how perception influences how people interpret the world
 - Identify tactics for coping with change
 - Develop effective work habits
 - Identify and discuss effective time management techniques
 - Discuss dealing with procrastination
- Understand the need for staying emotionally and physically healthy
 - Identify the physiology and consequences of stress
 - Identify key sources of stress in the workplace
 - Discuss effective approaches to managing stress

ASSESSMENT METHODS:

Student performance may be assessed by examination, quizzes, case studies, oral conversation, group discussion, oral presentations. The instructor reserves the option to employ one or more of these assessment methods during the course.

GRADING SCALE:

90%-100%	=	A
80%-89.9%	=	B
70%-79.9%	=	C
60%-69.9%	=	D
<60%	=	E