

SYLLABUS
PART I
EDISON COMMUNITY COLLEGE
MGT 126S HUMAN RELATIONS IN THE WORKPLACE
3 CREDIT HOURS

COURSE DESCRIPTION

Study of interpersonal skills using practical applications for the development of a positive work environment. The focus is on communications, motivation, managing change, solving problems, employee development, and team development.

COURSE GOALS

The student will:

1. Define the meaning of human relations.
2. Practice the art of communicating.
3. Identify the motivational needs of people in the workforce.
4. Recognize the elements of morale and their affect on the workplace.
5. Explain how to manage change in an organization.
6. Compare the differences in leadership roles.
7. Recognize the cultural issues facing today's workforce.
8. Develop an understanding of an organizational approach to applying human relations.
9. Apply the decision making process to human relationship issues.
10. Practice turning groups into work teams.

CORE VALUES

The Core Values are a set of principles which guide in creating educational programs and environments at Edison. They include communication, ethics, critical thinking, human diversity, inquiry/respect for learning, and interpersonal skills/teamwork. The goals, objectives, and activities in this course will introduce/reinforce these Core Values whenever appropriate.

TOPIC OUTLINE

1. Defining Human Relations
2. Modern Human Relations Challenges
 - a. Emphasizing TQM
 - b. Integrating People and Technology
 - c. Managing Diversity
3. Foundations of Human Relations Processes
 - a. Interpersonal Communication
 - b. Organizational Communication
 - c. Motivation
 - d. Styles of Leading
 - e. Stress Management
4. The Organizational Social System
 - a. Individual Behavior
 - b. Groups
5. People Working Together
 - a. Team Building
 - b. Conflict and Change
 - c. Job Design and Enrichment

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6. Special Topics
 - a. International Opportunities
 - b. Ethics and Social Responsibility