

## COURSE SYLLABUS

COURSE TITLE: HRPO 1311-271 HUMAN RELATIONS (MW: 9:30-10:45 am)

SEMESTER/YEAR: SPRING 2018

INSTRUCTOR: Jim Wilhelm OFFICE: 120-D PHONE: 716-4636  
Email: jwilhelm@southplainscollege.edu

OFFICE HOURS: M, T, W, TH: 8:30-9:30 am; MON, WED: 5-6 pm; FRI: 9:00-11:00 am;  
also by appointment

### COURSE

DESCRIPTION: This course is a study of practical application of the principles and concepts of the behavioral sciences to interpersonal relationships in the business and industrial environment. The course is designed to help students understand themselves and improve efficiency on the job; to gain knowledge of human relations and motivation theory; to learn the supervisor's role in building good human relations; and to develop leadership qualities and techniques.

COURSE GOALS: The student will evaluate human relations including diversity, attitudes, self-esteem, and interpersonal skills to promote career success; identify and evaluate the causes and effects of stress in the workplace; develop individual and group communication, listening, and decision-making skills; analyze how theories of motivation and human behavior impact strategies of change management.

### LEARNING

OUTCOMES: Total Person approach focuses on skills needed to be well-rounded and thoroughly prepared to handle a wide range of Human Relations problems and issues

Develop communication skills for enhancing integrity in both parties

Explore how personal values influence ethical choices

Learn techniques for high self-esteem and positive attitudes

Explain/apply motivation theories and leadership styles at home and at work

Identify and evaluate team building and conflict resolution strategies

Improve effectiveness and efficiency on the job through self-awareness and self-disclosure

## I. TEXT

Wilhelm, J. (2016). Human Relations IS Your Business. Cognella.

## II. ATTENDANCE POLICY

Students are expected to attend all classes in order to be successful in a course. The student will be withdrawn from the course whenever absences become excessive or, in the instructor's opinion, minimum course objectives cannot be met due to absences. Students are responsible for all class work

covered during absences from class, even in cases in which they are able to satisfy the instructor that the absence was unavoidable. Equally important, if you accumulate 3 weeks of absences YOU

### WILL

BE DROPPED (unless extenuating circumstances prevail). Please recognize that you, THE STUDENT, are responsible for communicating with me.

Everything begins with ATTENDANCE. When you are absent you cannot participate, listen to your classmates, or review for exams. Education is a worthwhile but expensive investment, so get your money's worth and show up!

*Please refer to "Class Attendance" policy in the SPC General Catalog.*

## III. EXAM POLICY

There will be five exams. There will be no make-up exams; however, your lowest exam grade will be dropped. Exception: The Final Exam is required and cannot be dropped. The Final is comprehensive. If you do not show up for the Final Exam at the scheduled time you will be given a ZERO for the exam, or if for any reason you take the Final Exam late, 10 points may be deducted from your exam score.

## IV. GRADING POLICY

Exams will determine 80% of your grade (20% each). Attendance counts 10% of your grade, assignments count 5%, and participation counts 5% (note that participation includes positive contributions to class discussion, attitude, and respect for others).

Grading scale: A = 90-100  
 B = 80-89  
 C = 70-79  
 D = 60-69  
 F = 59 or below

## V. OTHER INFORMATION

I reserve the right to change the course schedule to accommodate videos, class discussion, etc.

Guidelines for student conduct:

1. Please silence, or turn off, your cell phone upon entering the classroom.
2. Be respectful of others.
3. Contribute to classroom discussion without monopolizing. Give everyone a chance to participate.

4. Swearing in the classroom will not be tolerated. Stretch your vocabulary by using proper language to express yourself.
5. Please review your Student Guide. Especially sections on: Classroom Conduct, Cheating and Plagiarism, and Disruptions.

VI. **SMOKING POLICY**

SPC prohibits smoking inside the building at all times. Smoking outside is permitted beyond 25 ft. of any South Plains College facility. Thank you.

## Course Outline: Objectives

### HRPO 1311 – Human Relations SCANS Competencies/Foundations Skills

#### PART I – Laying the Foundation (C4, 5, 6, 7)

The student will be able to:

Understand the importance good human relations play in everyday business. Review the historical development of the human relations movement. Explain the communication process, the filters that affect communication, and ways to improve communications within an organization.

#### PART II – Building the Individual (C5-7, 9, 11-13, 15)

The student will be able to:

Determine communication styles and know how to use style flexing. Define self-esteem, discuss how it is developed, and identify ways to raise self-esteem. Understand how personal values are formed and make better ethical choices. List and explain the ways people acquire attitudes and develop positive employee attitudes. Compare and contrast leadership styles. Apply motivation theory in responsible ways.

#### PART III – Building With Others (C4-7, 10-15)

The student will be able to:

Use constructive self-disclosure to strengthen relationships. Learn how to deal with anger. Apply transactional analysis for emotional maturity. Identify and define forms of positive reinforcement to improve relationships. Explain the power of positive impressions.

#### PART IV – Building Improvements (C1, 4-7, 9-15)

The student will be able to:

Explain the importance of teamwork in an organizational setting. List and describe some of the major causes of conflict and identify key elements of the conflict resolution process.

#### PART V – Building for the Future (C1, 4-7, 9, 11-15)

The student will be able to:

Identify tools for success in their chosen livelihood. Make wiser choices in their personal and professional lives.

SCANS FOUNDATION SKILLS: F1, 2, 5-17 (see explanations attached)

### **SOUTH PLAINS COLLEGE, TECHNICAL DIVISION** **SCANS Competencies**

**RESOURCES:** Identifies, organizes, plans, and allocates resources.

C1 **Time:** Selects goal-relevant activities, ranks them, allocates time, and prepares and follows schedules.

C2 **Money:** Uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives.

C3 **Materials and Facilities:** Acquires, stores, allocates, and uses materials or space efficiently.

C4 **Human Resources:** Assesses skills and distributes work accordingly, evaluates performance and provides feedback.

**INFORMATION:** Acquires and uses information.

C5 Acquires and evaluates information.

C6 Organizes and maintains information.

C7 Interprets and communicates information.

C8 Uses computers to process information.

**INTERPERSONAL:** Works with others.

C9 Participates as members of a team; contributes to group effort.

C10 Teaches others new skills.

C11 **Serves clients/customers:** Works to satisfy customer's expectations.

- C12 **Exercises Leadership:** Communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies.  
 C13 **Negotiates:** Works toward agreements involving exchanges of resources, resolves divergent interests.  
 C14 **Works with Diversity:** Works well with men and women from diverse backgrounds.

**SYSTEMS:** Understands complex interrelationships.

- C15 **Understands Systems:** Knows how social, organizational, and technological systems work and operates effectively with them.  
 C16 **Monitors and Corrects Performance:** Distinguishes trends, predicts impacts on system operations, diagnoses systems' performance and corrects malfunctions.  
 C17 **Improves or Designs Systems:** Suggests modifications to existing systems and develops new or alternative systems to improve performance.

**TECHNOLOGY:** Works with a variety of technologies.

- C18 **Selects technology:** Chooses procedures, tools or equipment including computers and related technologies.  
 C19 **Applies technology to task:** Understands overall intent and procedure for set-up and operation of equipment.  
 C20 **Maintains and troubleshoots equipment:** Prevents, identifies, or solves problems with equipment, including computers and other technologies.

## SOUTH PLAINS COLLEGE, TECHNICAL DIVISION SCANS Foundation Skills

**BASIC SKILLS:** Reads, writes, performs arithmetic/mathematical operations, listens, speaks.

- F1 **Reading:** locates, understands, and interprets written information in prose such as documents, manuals, graphs, and schedules.  
 F2 **Writing:** communicates thoughts, ideas, information, and messages in written form; creates documents such as letters, directions, manuals, reports, graphs, and flow charts.  
 F3 **Arithmetic:** Performs basic computations; uses basic numerical concepts such as whole numbers, etc.  
 F4 **Mathematics:** Approaches practical problems by choosing appropriately from a variety of mathematical techniques.  
 F5 **Listening:** Receives, attends to, interprets, and responds to verbal messages and other cues.  
 F6 **Speaking:** organizes ideas and communicates orally.

**THINKING SKILLS:** Thinks creatively, makes decisions, solves problems, visualizes, knows how to learn, and reasons.

- F7 **Creative Thinking:** Generates new ideas.  
 F8 **Decision Making:** Specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternative.  
 F9 **Problem Solving:** Recognizes problems and devises and implements plan of action.  
 F10 **Seeing Things in Mind's Eye:** Organizes and processes symbols, pictures, graphs, objects, and other information.  
 F11 **Knowing How to Learn:** Uses efficient learning techniques to acquire and apply new knowledge and skills.  
 F12 **Reasoning:** Discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem.

**PERSONAL QUALITIES:** Displays responsibility, self-esteem, sociability, self-management, and integrity and honesty.

- F13 **Responsibility:** Exerts a high level of effort and perseveres toward goal attainment.  
 F14 **Self-Esteem:** Believes in own self-worth and maintains a positive view of self.  
 F15 **Sociability:** demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings.  
 F16 **Self-Management:** Assesses self accurately, sets personal goals, monitors progress, and exhibits self-control.  
 F17 **Integrity/Honesty:** Chooses ethical courses of action.

### **CAMPUS GUIDELINES** **CHILDREN ON CAMPUS**

Many of the students attending classes at South Plains College are also parents who value the opportunity to participate in higher education. Sometimes students are faced with the decision of whether to remain at home with their children, bring children with them to class, or be absent from class. The following guidelines address concerns for the safety of children on campus and provide for an environment conducive to learning:

1. Students are not allowed to bring children to class and will be asked to leave in the interest of providing an environment conducive for **all** students enrolled in the class. Students are responsible for adherence to the attendance requirements set forth by the instructor in the course syllabus.
2. Children may not be left unattended. In order to provide for the safety of children on campus, parents or other guardians are responsible for supervising children while utilizing services or conducting business on campus.
3. Disruptive children will not be allowed to interfere with college business. Parents or other guardians are responsible for supervising and controlling the behavior of children they have brought on campus.

### **AMERICANS WITH DISABILITIES ACT STATEMENT**

Students with disabilities, including but not limited to physical, psychiatric or learning disabilities, who wish to request accommodations in this class should notify the Disability Services Office early in the semester so that the appropriate arrangements may be made. In accordance with federal law, a student requesting accommodations must provide acceptable documentation of his/her disability to the Disability Services Office. For more information, call or visit the Disability Services Office at Levelland (Student Health Wellness Office) 806-716-2577, Reese Center (Building 8) & Lubbock Center 806-716-4675, or Plainview Center (Main Office) 806-716-4302 or 806-296-9611.

### **DIVERSITY STATEMENT**

In this class, the teacher will establish and support an environment that values and nurtures individual and group differences and encourages engagement and interaction. Understanding and respecting multiple experiences and perspectives will serve to challenge and stimulate all of us to learn about others, about the larger world, and about ourselves. By promoting diversity and intellectual exchange, we will not only mirror society as it is, but also model society as it should and can be.

### **GENERAL SAFETY ON CAMPUS**

South Plains College recognizes the importance of safety on campus. The protection of persons and property is a responsibility which we all share. Personal safety begins with the individual. The following guidelines are intended to assist you in protecting yourself and to encourage practices that contribute to a safe environment for our campus community.

- Never leave your personal property unsecured or unattended.
- Look around and be aware of your surroundings when you enter and exit a building.
- Whenever possible, avoid walking alone, particularly after dark. Walk to your vehicle with other class members or request that the Security Guard walk you to your car.
- When approaching your vehicle, keep your keys in your hand; look under your car and in the back seat and floorboard. Lock the doors as soon as you are inside your car.
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### **FOOD AND DRINK IN CLASSROOMS**

It is the policy of South Plains College not to permit food or drink in the classrooms or laboratories.

**In case of emergency, contact the following numbers but DO NOT leave a voice mail message:  
894-9611, ext. 2338 - Levelland Campus; 716-4677 – Lubbock Center; 885-3048, ext. 2923 - Reese Center (mobile 893-5705)**

## COURSE SCHEDULE

### HRPO 1311-271 (MW)

January	15	HOLIDAY	April	23	Review, video
	17	Introduction		25	<b>EXAM IV (13-16)</b>
	22	Chapter 1		30	Video
	24	Chapter 2	May	2	Review
	29	Chapter 3		9	<b>FINAL EXAM</b>
	31	Chapter 4			(Wed. 8-10:00 am)
February	5	Review, video			Chapters 1-16
	7	<b>EXAM I (1-4)</b>			
	12	Chapter 5			
	14	Chapter 6			
	19	Chapter 7			
	21	Chapter 8			
	26	Cases			
	28	Video			
March	5	Review			
	7	<b>EXAM II (5-8)</b>			
	12	SPRING			
	14	BREAK			
	19	Chapter 9			
	21	Chapter 10			
	26	Chapter 11			
	28	Chapter 12, review			
April	2	EASTER HOLIDAY			
	4	<b>EXAM III (9-12)</b>			
	9	Chapter 13			
	11	Chapter 14			
	16	Chapter 15			
	18	Chapter 16			