

### Basic Course Information

Semester:	<b>Spring 2020</b>	Instructor Name:	<b>Beckley</b>
Course Title & #:	<b>BUS 136—Human Relations in Management</b>	Email:	<b>jeff.beckley@imperial.edu</b>
CRN #:	<b>20831</b>		
Classroom:	<b>201</b>	Office #:	<b>207</b>
Class Dates:	<b>Feb. 18 - June 13, 2020</b>	Office Hours:	<b>M &amp; W: 8:50- 9:35a; T: 3:35 - 4:20p; R: 5:45 - 6:30p</b>
Class Days:	<b>Thursday</b>	Office Phone #:	<b>760-355-6324</b>
Class Times:	<b>6:30 - 9:40 pm</b>	Emergency Contact:	<b>Tisha Nelson, Dept. Secretary, 760-355-6161</b>
Units:	<b>3</b>		

### Course Description

Study of Human Relations as they apply to management. Topics covered include model of organization behavior social systems and organizational culture, communications management, motivation, performance appraisal, employee attitudes and their effects, leadership and supervision, nature of participation, interpersonal dynamics, management of change organizational development ethics, social responsibility, labor relations, equal employment opportunity, stress and counseling. Collaborative learning and team-building approaches are employed to enhance interpersonal skills. (CSU)

### Course Prerequisite(s) and/or Corequisite(s)

N/A

### Student Learning Outcomes

Upon course completion, the successful student will have acquired new skills, knowledge, and or attitudes as demonstrated by being able to:

1. Describe different employee attitudes and analyze the consequences of those attitudes on a business. (ILO1, ILO2, ILO3, ILO5)
2. Explain the importance of interpersonal dynamics. (ILO1, ILO2, ILO3, ILO4, ILO5)
3. Apply human relations techniques in their workplace and personal lives. (ILO1, ILO2, ILO3, ILO4)

### **Course Objectives**

Upon satisfactory completion of the course, students will be able to:

1. Describe the models of organizational behavior.
2. Describe social systems and organizational culture.
3. Demonstrate communications management techniques.
4. Explain the mainsprings of motivation and how to motivate employees.
5. Explain the performance appraisal process and importance of regard systems.
6. Describe employee attitudes and their effects.
7. Explain the roles of leadership and management in Human Relations.
8. Explain the nature and uses of participation for the purpose of acquiring information.
9. Explain the importance of interpersonal dynamics.
10. Engage in collaborative learning, team building, and skill-building exercises and case studies to enhance interpersonal skills.
11. Explain how to manage change.
12. Describe the organizational development process.
13. Explain the classical approach to organizational change.
14. Explain the role of ethics and social responsibility in an organization.
15. Describe the importance of the concept of quality of life work and sociotechnical system.
16. Explain the steps involved in working with unions.
17. Explain the concept of equal employment opportunity.
18. Describe stress reduction and counseling techniques.

### **Textbooks & Other Resources or Links**

1. Lussier, *Human Relations in Organizations*, 10<sup>th</sup> edition, McGraw-Hill, 2017. ISBN: - 978-0-07-772056-8

### Course Requirements and Instructional Methods

Class activities will consist of lecture, group discussion, group activities, and multimedia presentations. Assignments will include reading of the textbooks and other relevant material, and analysis of human relations cases and problems. This will be done both in-class and through out-of-class reading and homework assignments that will be distributed throughout the semester. There will be two exams during the semester: a Mid-term Exam and a Final Exam. Each exam will cover approximately half of the textbook. (Please see the “Course Grading” section below for more information on this topic.)

### Course Grading Based on Course Objectives

Course Grading		Grade Scale
Mid-term Exam	100	A = 315-350
Final Exam	100	B = 280-314
Class Exercises and Homework	100	C = 245-279
<u>Presentation</u>	<u>50</u>	D = 210-244
Total	350	

**Note on Exams:** Each student will need to provide a Scantron (100) and a # 2 pencil for each exam. There will be no make-up exams.

**Note on Homework:** Homework must be turned in on the date assigned to receive full credit. Homework may be turned in one class period late for up to one-half credit. No homework will be accepted that is more than one class period late. In-class homework assignments may only be done in class.

**Note on Presentation:** The presentation will focus on one of the major topics in Human Relations Management. It will be a team presentation and is expected to be approximately 10 minutes long. A

short written summary of the presentation is to be turned in at the time of the presentation. More details to follow.

### **Attendance**

- A student who fails to attend the first meeting of a class or does not complete the first mandatory activity of an online class will be dropped by the instructor as of the first official meeting of that class. Should readmission be desired, the student's status will be the same as that of any other student who desires to add a class. It is the student's responsibility to drop or officially withdraw from the class. See [General Catalog](#) for details.
- Regular attendance in all classes is expected of all students. A student whose continuous, unexcused absences exceed the number of hours the class is scheduled to meet per week may be dropped. For online courses, students who fail to complete required activities for two consecutive weeks may be considered to have excessive absences and may be dropped.
- Absences attributed to the representation of the college at officially approved events (conferences, contests, and field trips) will be counted as 'excused' absences.

### **Classroom Etiquette**

- Electronic Devices: Cell phones and electronic devices must be turned off and put away during class, unless otherwise directed by the instructor.
- Food and Drink are prohibited in all classrooms. Water bottles with lids/caps are the only exception. Additional restrictions will apply in labs. Please comply as directed by the instructor.
- Disruptive Students: Students who disrupt or interfere with a class may be sent out of the room and told to meet with the Campus Disciplinary Officer before returning to continue with coursework. Disciplinary procedures will be followed as outlined in the [General Catalog](#).
- Children in the classroom: Due to college rules and state laws, no one who is not enrolled in the class may attend, including children.

### **Online Netiquette**

- What is netiquette? Netiquette is internet manners, online etiquette, and digital etiquette all rolled into one word. Basically, netiquette is a set of rules for behaving properly online.
- Students are to comply with the following rules of netiquette: (1) identify yourself, (2) include a subject line, (3) avoid sarcasm, (4) respect others' opinions and privacy, (5) acknowledge and return messages promptly, (6) copy with caution, (7) do not spam or junk mail, (8) be concise, (9) use appropriate language, (10) use appropriate emoticons (emotional icons) to help convey meaning, and (11) use appropriate intensifiers to help convey meaning [do not use ALL CAPS or multiple exclamation marks (!!!!)].

### **Academic Honesty**

Academic honesty in the advancement of knowledge requires that all students and instructors respect the integrity of one another's work and recognize the important of acknowledging and safeguarding intellectual property.

There are many different forms of academic dishonesty. The following kinds of honesty violations and their definitions are not meant to be exhaustive. Rather, they are intended to serve as examples of unacceptable academic conduct.

- Plagiarism is taking and presenting as one's own the writings or ideas of others, without citing the source. You should understand the concept of plagiarism and keep it in mind when taking exams and preparing written materials. If you do not understand how to "cite a source" correctly, you must ask for help.
- Cheating is defined as fraud, deceit, or dishonesty in an academic assignment, or using or attempting to use materials, or assisting others in using materials that are prohibited or inappropriate in the context of the academic assignment in question.

Anyone caught cheating or plagiarizing will receive a zero (0) on the exam or assignment, and the instructor may report the incident to the Campus Disciplinary Officer, who may place related documentation in a file. Repeated acts of cheating may result in an F in the course and/or disciplinary action. Please refer to the [General Catalog](#) for more information on academic dishonesty or other misconduct. Acts of cheating include, but are not limited to, the following: (a) plagiarism; (b) copying or attempting to copy from others during an examination or on an assignment; (c) communicating test information with another person during an examination; (d) allowing others to do an assignment or portion of an assignment; (e) using a commercial term paper service.

### **Additional Student Services**

Imperial Valley College offers various services in support of student success. The following are some of the services available for students. Please speak to your instructor about additional services which may be available.

- **CANVAS LMS.** Canvas is Imperial Valley College's main Learning Management System. To log onto Canvas, use this link: [Canvas Student Login](#). The [Canvas Student Guides Site](#) provides a variety of support available to students 24 hours per day. Additionally, a 24/7 Canvas Support Hotline is available for students to use: 877-893-9853.
- **Learning Services.** There are several learning labs on campus to assist students through the use of computers and tutors. Please consult your [Campus Map](#) for the [Math Lab](#); [Reading, Writing & Language Labs](#); and the [Study Skills Center](#).
- **Library Services.** There is more to our library than just books. You have access to tutors in the [Study Skills Center](#), study rooms for small groups, and online access to a wealth of resources.

### **Disabled Student Programs and Services (DSPS)**

Any student with a documented disability who may need educational accommodations should notify the instructor or the [Disabled Student Programs and Services \(DSP&S\)](#) office as soon as possible. The DSP&S office is located in Building 2100, telephone 760-355-6313. Please contact them if you feel you need to be evaluated for educational accommodations.

### **Student Counseling and Health Services**

Students have counseling and health services available, provided by the pre-paid Student Health Fee.

- **Student Health Center.** A Student Health Nurse is available on campus. In addition, Pioneers Memorial Healthcare District provide basic health services for students, such as first aid and care

for minor illnesses. Contact the IVC [Student Health Center](#) at 760-355-6128 in Room 1536 for more information.

- **Mental Health Counseling Services.** Short-term individual, couples, family and group counseling services are available for currently enrolled students. Services are provided in a confidential, supportive, and culturally sensitive environment. Please contact the IVC Mental Health Counseling Services at 760-355-6310 or in the building 1536 for appointments or more information..

### **Veteran's Center**

The mission of the [IVC Military and Veteran Success Center](#) is to provide a holistic approach to serving military/veteran students on three key areas: 1) Academics, 2) Health and Wellness, and 3) Camaraderie; to serve as a central hub that connects military/veteran students, as well as their families, to campus and community resources. Their goal is to ensure a seamless transition from military to civilian life. The Center is located in Building 600 (Office 624), telephone 760-355-6141.

### **Extended Opportunity Program and Services (EOPS)**

The Extended Opportunity Program and Services (EOPS) offers services such as priority registration, personal/academic counseling, tutoring, book vouchers, and community referrals to qualifying low-income students. EOPS is composed of a group of professionals ready to assist you with the resolution of both academic and personal issues. Our staff is set up to understand the problems of our culturally diverse population and strives to meet student needs that are as diverse as our student population.

Also under the umbrella of EOPS our CARE (Cooperative Agency Resources for Education) Program for single parents is specifically designed to provide support services and assist with the resolution of issues that are particular to this population. Students that are single parents receiving TANF/Cash Aid assistance may qualify for our CARE program, for additional information on CARE please contact Lourdes Mercado, 760-355- 6448, [lourdes.mercado@imperial.edu](mailto:lourdes.mercado@imperial.edu).

EOPS provides additional support and services that may identify with one of the following experiences:

- Current and former foster youth students that were in the foster care system at any point in their lives
- Students experiencing homelessness
- Formerly incarcerated students

To apply for EOPS and for additional information on EOPS services, please contact Alexis Ayala, 760-355-5713, [alexis.ayala@imperial.edu](mailto:alexis.ayala@imperial.edu).

### **Student Equity Program**

- The Student Equity Program strives to improve Imperial Valley College’s success outcomes, particularly for students who have been historically underrepresented and underserved. The college identifies strategies to monitor and address equity issues, making efforts to mitigate any disproportionate impact on student success and achievement. Our institutional data provides insight surrounding student populations who historically, are not fully represented. Student Equity addresses disparities and/or disproportionate impact in student success across disaggregated student equity groups including gender, ethnicity, disability status, financial need, Veterans, foster youth, homelessness, and formerly incarcerated students. The Student Equity Program provides direct supportive services to empower students experiencing insecurities related to food, housing, transportation, textbooks, and shower access. We recognize that students who struggle meeting their basic needs are also at an academic and economic disadvantage, creating barriers to academic success and wellness. We strive to remove barriers that affect IVC students’ access to education, degree and certificate completion, successful completion of developmental math and English courses, and the ability to transfer to a university. Contact: 760.355.5736 or 760.355.5733 Building 100.
- The Student Equity Program also houses IVC’s Homeless Liaison, who provides direct services, campus, and community referrals to students experiencing homelessness as defined by the McKinney-Vento Act. Contact: 760.355.5736 Building 100.

### **Student Rights and Responsibilities**

Students have the right to experience a positive learning environment and to due process of law. For more information regarding student rights and responsibilities, please refer to the IVC [General Catalog](#).

### **Information Literacy**

Imperial Valley College is dedicated to helping students skillfully discover, evaluate, and use information from all sources. The IVC [Library Department](#) provides numerous [Information Literacy Tutorials](#) to assist students in this endeavor.

### **Anticipated Class Schedule/Calendar**

#### **Tentative Course Outline**

Week 1—Introduction

Week 2—Chapter 1

Week 3—Chapter 2

Week 4—Chapter 3

Week 5—Chapter 4

Week 6—Chapter 5

Week 7—Chapter 6

Week 8—Mid-term Exam

Week 9—Media Day

Week 10—Chapter 7

Week 11—Chapter 8

Week 12—Presentations

Week 13—Presentations

Week 14—Chapter 11

Week 15—Chapter 12

Week 16—Final Exam

Notes: Spring Break is April 13 – 18. The above schedule is tentative and subject to change.