CUYAMACA COLLEGE
COURSE OUTLINE OF RECORD

BUSINESS 115 – HUMAN RELATIONS IN BUSINESS

3 hours lecture, 3 units

Catalog Description
This course explores the influence of individual differences, interpersonal dynamics and culture on human relations as it pertains to the model of business management. To develop future individual and organizational success, students will place a focus on diversity, globalization, skills of emotional intelligence, ethics, conflict resolution, cultural competency, active listening, and empathetic business practices.

Prerequisite
None

Course Content
1) What is Human Relations
   a. Evolution of the study of human relations in the work environment
   b. Impact of human relations on organization productivity, including theories of motivation
   c. Human relations as an interdisciplinary field of communication, management, business, psychology, and sociology
   d. Interpersonal skills development
   e. Group processes/group dynamics/working in teams which involves recognizing different forms of bias
   f. Impact of global business on the individual worker
2) Organizational Leadership versus management styles
   a. Leadership theories
   b. Management styles
   c. Rational decision-making model, bounded rationality model, and creative decision-making model
3) Organizational Structure
   a. The informal organization – recognizing the power structure and unwritten workplace dynamics
   b. The formal organization and its policies, rules, and procedures
   c. Organizational dynamics as impacted by cultural intelligence and the system of power and privilege
   d. The individual and the organization
4) The Social Environment
   a. The labor unions
   b. Employment discrimination
   c. The environmental responsibilities of the organization
   d. Diversity in the workplace and the impact of paralanguage of diverse groups on communication in an organization
   e. Future of the workplace – more collaborative, diverse, spatially distributed and work-life balance
5) Fundamental skills of the individual and organizations
   a. Communication, emotional intelligence, active listening, conflict resolution, empathy, and cultural competence
   b. Individual skills enhancement by the organization and individual

Course Objectives
Students will be able to:
1) Identify and compare the major motivational perspectives and theories.
2) Recognize the advantages and limitations of the various theories of motivation.
3) Offer prescriptions for correcting motivation problems to increase productivity.
4) Describe the major theories of leadership and management styles.
5) Diagnose an individual's need for power within an organization.
6) Looking at bias, communication styles, and conflict management, describe and explain the formation of a group and identify the factors that contribute to group performance.
7) Evaluate a group's task processes, specifically its decision-making process.
8) Explain the developing trend of more collaborative approaches to work especially increased use of technology and the remote working environment.

Method of Evaluation
A grading system will be established by the instructor and implemented uniformly. Grades will be based on demonstrated proficiency in subject matter determined by multiple measurements for evaluation, one of which must be essay exams, skills demonstration or, where appropriate, the symbol system.
1) Quizzes, exams and comprehensive midterm and final exam that measure students' ability to identify and compare individual components of the motivational perspectives as well as describe the role of each perspective to neighboring theories.
2) Written assignments that measure students' ability to diagnose the major leadership theories and evaluate their effectiveness for offering prescriptions for motivational problems in the workplace.
3) Case studies that assess students' ability to analyze group task, communication, and decision-making processes, diagnose an individual's need for power, the importance of cross-cultural competency, and explain the formation of a group and the factors that contribute to group performance in the workplace.

Special Materials Required of Student
None

Minimum Instructional Facilities
Smart classroom

Method of Instruction
An experiential approach will serve as the basis for this class. Students will participate in role-playing, simulations and other immediate feedback situations. This approach will require students to assume various roles in a hypothetical business organization. This will be done via various tools available in the classroom or online environment.

Out-of-Class Assignments
1) Reading assignments
2) Written and online exercises

Texts and References
1) Required (representative example): Lambertson, Minor-Evans, Zeigler, Human Relations, Strategies for Success, 7th ed, McGraw Hill, 2022.
2) Supplemental: None

Student Learning Outcomes
Upon successful completion of this course, students will be able to:
1) Explain the nature, purpose, and importance of human relations in the business environment. (Work Based Learning Outcome).
2) Describe and evaluate the major theories of leadership and management.

3) Critically evaluate how individual biases, emotional intelligence, and cultural competency impact the success of the organization and the individual.