

**College of Business and Technology**  
**School of Human Resource Development & Technology**  
**Course Syllabus**

Human Relations  
Mrs. Kristen Stovall  
HPR 201  
903/565-5741

HRD 4333  
Spring 2009  
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**Course Description**

This course is designed to aid career and technology instructors, as well as those in business/industry, higher education and government, in establishing and maintaining effective working relationships with students, co-workers, personnel, persons in the community, and the industrial public. Skills in initiating and maintaining these relationships will be developed through a study of: team-building skills, interpersonal skill development, interpersonal communications, group problem solving and decision making, leadership, and motivating others. Critical thinking and problem-solving techniques will be addressed. Laboratory work will not be required in this class.

**Textbook**

DuBrin, Andrew J. (2009). Human relations: interpersonal, job-oriented skills (10<sup>h</sup> ed.). Upper Saddle River, NJ: Prentice Hall.

**Student Learning Outcomes**

Upon successful completion of this course participants will be able to:

- Define human relations and assess the need for effective human relations in our daily personal and occupational lives.
- Define interpersonal communications, including verbal and nonverbal, and the guidelines for overcoming communication problems and barriers.
- Demonstrate an understanding of teams and team member roles by preparing a team presentation and team portfolio.
- Apply critical thinking and problem-solving techniques to hypothetical and real life problem situations by preparing a presentation on an aspect of human relations.

## Course Competencies

1. Computer-Based Skills – The student will use the word processing program to prepare assignments and the various web-based tools for gaining information and communicating with the instructor and with other students.
2. Communication Skills – The student will exhibit a mastery of both written and interactive computer communication skills in the preparation of assignments and in discussing human relations issues.
3. Interpersonal Skills – The student will discuss ideas and opinions regarding the different human relations issues presented in class.
4. Problem Solving (Critical Thinking) – The student will use conceptual thinking and problem solving skills to determine reasonable solutions to human relations situations.
5. Ethical Issues in Decision Making and Behavior – In addition to information provided in class regarding ethical issues, the student will discuss scenarios where ethical thinking is required.
6. Personal Accountability for Achievement – The student will complete the assignments and will participate in class discussions as appropriate.

## Grading

A	90 - 100
B	80 – 89
C	70 – 79
D	60 – 69
F	< - 59

## Grading Policy

Attendance and Participation	5%
Group Project	25%
5 Chapter Case Studies	10%
3 Exams	60%

## Important Dates to Remember:

Monday, January 19 – Martin Luther King Jr. Day – no classes

Monday, January 26 – 12<sup>th</sup> Class Day

Monday, February 2 – Summer Registration Begins

Monday, March 9 – Spring Break Begins

Wednesday, March 25 – Last Day to Drop or Withdraw From a Course

Wednesday, April 1 – Fall 2009 Registration Begins

**Wednesday, May 6 – Final Exam**

### **Class Participation**

Class Participation will be based upon both class participation and attendance. Attendance is crucial especially considering the density of information covered each class. Attendance will be taken each class.

### **Case Studies**

Each chapter contains two “Case Problems”, read both and answer the questions at the end. Try to substantiate answers with principles from the book or other sources. Do not base your answers only on your opinion. We will discuss one of the “Case Problems” during class. There will be discussion. You will be responsible for turning in **five** case problems from the text. Case problems must be handed in prior to the date that they will be discussed in class.

### **Group Project**

Students will prepare and present to the class information regarding a topic of Human Relations. Students are expected to select one topic and prepare a comprehensive presentation about the topic to the class. This will include information from the text, as well as any other information that the group may decide to include. (e.g. pertinent web sites, case studies, assessments, personal stories, etc.) The actual text information should function as the guiding elements but should only be a small portion of the presentation. One product will be handed in, and students should bring copies of their PowerPoint slides for the other students in the class.

### **Group Project Topics**

Attitude, motivation, and morale  
Personality types and their effect on interpersonal relationships  
Emotional intelligence  
Developing teambuilding skills  
Conflict resolution  
Interpersonal communication  
The impact of ethical behavior on business and interpersonal relationships  
Diversity

### **IDEA Statement**

If you have a disability, including a learning disability, for which you request disability support services/accommodation(s), please contact Ida MacDonald in the Disability Support Services office so that the appropriate arrangements may be made. In accordance with federal law, a student requesting disability support services/accommodation(s) must provide appropriate documentation of his/her disability to the Disability Support Services counselor. For more information, call or visit the Student Services Center located in the University Center, Room 282. The telephone number is 566-7079 (TDD 565-5579)." Additional information may also be obtained at the following UT Tyler Web address: <http://www.uttyler.edu/disabilityservices>.

### **Grade Replacement**

If you are repeating this course for a grade replacement, you must file an intent to receive grade forgiveness with the registrar by the 12th day of class. Failure to file an intent to use grade forgiveness will result in both the original and repeated grade being used to calculate your overall grade point average. A student will receive grade forgiveness (grade replacement) for only three (undergraduate student) or two (graduate student) course repeats during his/her career at UT Tyler. (2006-08 Catalog, p. 35)

### **Bibliography or support reading list**

Alcorn, P. (2001). *Practical ethics for a technological world*. Upper Saddle River, NJ: Pearson Prentice-Hall.

Baltus, R. K. (2000). *Personal psychology for life and work*. (5th ed.). New York: Glencoe-McGraw-Hill.

Chapman, E. N. and O'Neil, S. L. (2002). *Your attitude is showing: A primer of human relations*. (10th ed.). Upper Saddle River, NJ: Pearson Prentice-Hall.

Ford, L. (2004). *Human relations: A game plan for improving personal adjustment*. (3rd ed) Upper Saddle River, NJ: Pearson Prentice-Hall.

Greer, C. R and Plunkett, W. R. (2004). *Supervision: Diversity and teams in the workplace*. (11th ed.). Upper Saddle River, NJ: Prentice Hall, Inc.

## Semester Schedule

### January

14	Syllabus Review – Intro/Individual Differences	Ch. 1&2
21	Self-Esteem & Self Confidence	Ch. 3
28	Interpersonal Communication	Ch. 4

### February

4	Developing Teamwork Skills	Ch. 5
11	Group Problem Solving & Review Test 1	Ch. 6
<b>18</b>	<b>TEST 1 – Ch. 1-6</b>	
25	Cross Cultural Relations/Resolving Conflict	Ch. 7-8

### March

4	Becoming an Effective Leader / Motivating Others	Ch. 9/10
11	Spring Break	
18	Helping Others & Review Test #2	Ch. 11
<b>18</b>	<b>Group Presentation Outlines Due</b>	
<b>25</b>	<b>TEST 2 – Ch. 7-11</b>	

### April

1	Political Skills/Ethics/Stress Management	Ch. 12/14/15
<b>8</b>	<b>Group Portfolios Due</b>	
8	Group Presentations	
15	Group Presentations	
22	Group Presentations	
29	Group Presentations	

**May 6th Final Exam Chapters 12-15 & Group Presentations**

**Team Assessment Form**

Name: \_\_\_\_\_

Don't forget to include yourself in the table below!

Team Member Name	Primary Role in Process (What did you do?)	Percentage Contributed to Overall Assignment

Do you have any additional comments about the process? If so, please feel free to use the space below or an additional sheet of paper.

**Presenter(s):** \_\_\_\_\_

**Topic:** \_\_\_\_\_

	<b>Poor</b>	<b>Average</b>		<b>Excellent</b>	
1. <b>Content</b> – appropriate length and level of detail	1	2	3	4	5
2. <b>Organization</b> – e.g. opening statement, outline, introduction, motivation, discussion, and conclusion	1	2	3	4	5
3. <b>Language and Voice</b> – appropriate choice of words for audience, proper use of jargon, correct grammar, minimal umms and aahs, good vocal variety, proper pace	1	2	3	4	5
4. <b>Physical Behavior</b> – good eye contact and appropriate physical gestures vs. unnecessary and nervous movements	1	2	3	4	5
5. <b>Visuals/Transparencies</b> – legible, simple, clear and appropriate for topic and for audience, good graphics	1	2	3	4	5

**TOTAL:** \_\_\_\_\_

What were the good aspects of the presentation?	What could be improved?
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