Course Number: HRPO 1311  
Course Title: Human Relations

Day/Time: Monday / 5:00 - 10:40  
Credit Hours: 3 Credit Hours

Instructor: Lou Cruz  
(E-mail): Lourdes.b.cruz3.civ@mail.mil

Contact: (Hm) 573 855-5224 (Wk) 573 596-0212

Prerequisites: None

Textbook(s): Modern Human Relations at Work

Author(s): Hegar  
ISBN: 9781133262091

Edition: 11th CTC custom  
Publisher: Cengage

Catalog Description:

Practical application of the principles and concepts of the behavioral sciences to interpersonal relationships in the business and industrial environment.

Course Objectives:

Upon successful completion of this course, Human Relations, the student will be able to:
A. Evaluate human relations including diversity, attitudes, self-esteem, and interpersonal skills to promote career success.
B. Identify and evaluate the causes and effects of stress in the workplace.
C. Develop individual and group communication, listening, and decision-making skills.
D. Analyze how theories of motivation and human behavior impact strategies of change management.
E. Provide a strong rationale for the study of human relations and review the historical development of this field.
F. Describe how effectiveness in dealing with others depends largely on one's self-awareness and self-acceptance.
G. Develop and maintain good relationships with coworkers, supervisors, and managers.
H. Explain strategies for improving human relations in organizations.
I. Detail the concepts of team building and conflict management.
J. Describe special challenges in human relations and how they can be countered by organizations and individuals.
K. Design a step-by-step plan to improve or develop specific human relations skills.

Weekly Topical Outline:

Week One:
Introductions:
Review of syllabus:
Discussion of Term Project
Chapter 1: The Nature of Human Relations
Chapter 2: Fundamentals of Motivation

Week Two:
Chapter 3: Individual Behavior
Chapter 4: Group Behavior

Week Three:
Chapter 5: The Informal Organization
Chapter 6: Technology and People at Work

Week Four:
Mid Term Exam: Chapters 1-6
Chapter 7: Productivity and Quality Improvement
Chapter 8: Job Design and Job Enrichment

Week Five:
Chapter 9: Fundamentals of Leadership
Chapter 10: Developing, Appraising, and Rewarding Employees

Week Six:
Chapter 11: Communicating for Effectiveness
Chapter 12: Managing Conflict and Change

Week Seven:
Chapter 13: Human Relations in Global Business
Chapter 14: Human Relations Challenges of the Future

Week Eight:
Presentations
Final Exam: Chapters 7-14

Method of Evaluation: % of Grade: Grading Scale:
Participation in class exercises 10 90 - 100 A
Exams 70 80 - 89 B
Project 20 70 - 79 C
60 - 69 D
59 & below F

Description of Methods of Evaluation:
A. Students are expected to participate in the exercises applicable to each chapter during class instruction.
B. Tests will be closed book, in-class and may consist of multiple choice, matching and true/false questions. Students should also expect and be prepared to answer essay questions that require a short written response.
C. A Term Paper and presentation will be assigned. (Will discuss in class)

Additional Course Information (i.e. instructional methods, out-of-class activities, etc.):
A. Practical application of the principles and concepts of the behavioral sciences to interpersonal relationships in the business and industrial environment.
B. HRPO 1311 is a required course in the Business Management and Marketing and Sales Management degree and certificate programs.
C. The course is occupationally related and serves as preparation for a career in general business management.

Additional Information from the Instructor (make-up exams, rounding of grades, cell phone/pagers, etc.):
A. Make up test will be arranged on an individual basis prior to missing of class.
B. Students are responsible for arrangements to obtain notes and related information from fellow students and instructor if they are going to miss class.
C. Please turn off pagers and cell phones prior to class.