

**HUMAN RELATIONS**

**HRPO 1311**

**STUDENT DOCUMENT**

**CLASSROOM AND ON-LINE COURSE WORK**

**DR. SUZZANNE GUST-THOMASON  
9/2005**

**COLLEGE OF THE MAINLAND  
TEXAS CITY. TX**

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## HUMAN RELATIONS 1311

### STUDENT DOCUMENT

I. **COURSE TITLE:** Human Relations  
HRPO 1311

II. **CREDIT:** Three semester hours.  
**PREREQUISITE:** None

III. **INSTRUCTOR INFORMATION:**

Name: Dr. Suzzanne Gust-Thomason  
Location: Business Education Team  
Technical Vocational Building  
Room 128  
Telephone: (409) 938-1211 x340  
E-mail: [sgt@com.edu](mailto:sgt@com.edu)

Office Hours: *(to be completed on the first day of class)*

IV. **TEXT BOOK AND MATERIALS:**

Text: Organizational Behavior  
Robbins - 11<sup>th</sup> Edition  
ISBN 0131546481 Copy 2005  
Textbook pkg includes webct ID @  
College of the Mainland Book Store  
Learning Resource Center  
Local Library  
Internet.www

V. **COURSE DESCRIPTION:**

Practical application of the principles and concepts of the behavioral sciences to interpersonal relationships in the business and industrial environment. Study of the psychological principles as applied to human relations in business and industry. Emphasis on group dynamics, working environment, motivation and supervision.

VI. **STATEMENT OF EDUCATIONAL GOALS AND PURPOSE**

Human Relations 1311 seeks to develop better understandings, and new interpersonal relationship skills for dealing with co-workers and others whom we

interact in the business environment. The student will be made aware of the importance of human behavioral factors in accomplishing organizational goals and in achieving the objectives of individuals in their work life. Students will also be exposed to information regarding international or global business differences and similarities.

**VII. COURSE REQUIREMENTS:**

- A. A mid-term exam will be given at an announced time during the semester. This exam will be based on reading assignments, lecture and other class related materials.
- B. One final exam will be given at the end of the semester. This test will be comprehensive and objective and will include items from 2<sup>nd</sup> half of the reading assignments, student reports, lecture and class related materials.
- C. Each student will prepare a case studies paper outside of class. The case study will be typed and include references (minimum of 3 references) for each study. Additional guidelines and timetables will be distributed concerning the format and content of the three case studies assignment.
- D. Various experimental exercised will be conducted to enhance understanding and reinforce learning of the course content and to reflect the actions, reactions and personalities of human beings within organizational structures as related to in this course.
- E. Current Events Report -  
Select a topic that is relevant to human relations within the work environment. Relate the topic to a current event/recent study/or similar interest and present a report to the class. A written outline including a list of references should be presented as a handout to the class (one or two pages).  
Examples of topics include leadership styles, communication problems, conflicts, team building, motivation, corporate culture issues, conformity, changes, culture shock, status, job satisfaction, participation, technological change, and employee

discipline.

ONLINE STUDENTS - will prepare a written report and upload the assignment into the Student Presentations area within the course.

F. Organizational analysis. Write a description of an organization that you belong to or work in and give a presentation to the class. Class Presentation.

ONLINE STUDENTS will prepare a written report and upload the assignment into the Student Presentations area within the course.

Topics that must be covered include:

1. The company, organization.
2. Your job. Role. Role ambiguity. Role conflict. Variety. Identity. Significance. Autonomy. Feedback.
3. Working conditions. Pleasant, formal, stressful, comfortable, breaks, red tape, employee dignity/respect, rules, up-to-date/modern, conformity.
4. Leadership. Decision making, participation, levels of authority, styles, delegation, responsibility, quality of supervision, your boss, his/her boss, the big boss.
5. Company philosophy. Practice it and live it? Walk the talk?
6. Communication. Evaluate it. Know what is going on? Grapevine -Rumors.
7. Motivation methods. Incentives, praise recognition, money.
8. Teamwork. Your department, the organization.
9. Job Satisfaction. Morale, discipline, problems, drugs and alcohol, absenteeism, turnover, theft.
10. The informal organization. Influence.

11. Politics. The department, organization.
  12. Training methods.
  13. Change. How much, how often, people, procedures, management styles.
  14. EEO - Equal Employment Opportunity
- G. Quizzes will be given. There is no make up on these quizzes. Quizzes will be listed in the calendar and taken online during the listed dates of availability.
- H. Attendance and Participation. Students at College of the Mainland are expected to punctually attend every class for which they are registered. This has meaning for quizzes and attendance and participation points.

Classroom - The class will meet 3 hours per week for lecture, discussions and various presentations. There is no laboratory time associated with this class.

On-line class - Students will attend class (log into class on-line) a minimum of 2 times per week to participate in discussions, chats provide presentations/projects, take quizzes and other activities. On line activities shall consist of a minimum of 3 hours per week. Students in the on-line class must participate in a minimum of 10 discussions and 2 Chats during the semester to obtain the full participation points available. Additional chats attended and discussions posted to will be counted as extra credit points.

#### **VIII. COURSE CONTENT:**

This course is divided into the following four topic areas of study:

- A. Fundamentals of Organizational Behavior Social Systems, Motivation, Job Satisfaction, Organizational Climate.

- B. Individual Behavior in Organizations  
Motivation and Reward - Maslow, Hertzberg,  
Behavior Modification
- C. Group and Social Process, Leadership and  
Organizational Development Leadership Style,  
Participative  
Management, Group Dynamics, Managing Change,  
Development and Training.
- D. Organizational Process, Environmental Structure,  
Technology, Quality of Work Life & Changes.

**IX. FORMAT OF LEARNING ACTIVITIES:**

In order to accomplish this educational purpose, this course will attempt to provide classroom lectures, films, textbook and out-side of class readings, guest lectures, Internet related information, class presentations, and role playing.

**X. GRADING FORMULA AND SCALE:**

A.	Mid-term	200
B.	Final exam	200
C.	Case problems 3 studies each 25 points	100
D.	Current Events	50
E.	Attendance and participation	200
F.	Organizational Analysis Presentation	70
G.	Quizzes 18 quizzes each 10 points	180
	Total Points	1000

The final grade will be based on the following scale.

A	=	90% of total points	1000 - 900 points
B	=	80% of total points	899 - 800 points
C	=	70% of total points	799 - 700 points

D = 60% of total points 699 - 600  
points

F = Less than 600 points

**XI. EXAMINATION AND GRADING POLICIES:**

Grade requirements. It is the standard policy that all minimum requirements as specified in this document must be met, on schedule, in order to earn the appropriate grade for the course.

**XII. ATTENDANCE, TARDINESS & WITHDRAWAL POLICIES**

A. Attendance and Tardiness. Students at College of the Mainland are expected to punctually attend every class for which they are registered. This has meaning for quizzes and attendance and participation points.

B. Students Personal Commitment. In addition to Attendance and Participation as previously noted, the student is expected to spend a minimum of two hours in study outside of class for each hour of scheduled class time. For example, if there are three (3) class hours each week, the student is expected to study six (6) hours outside of class each week.

C. Withdrawal. It will be the responsibility of the students themselves to declare at the registrar's office for withdrawal from the course prior to the W-day deadline stated in the current College of the Mainland catalog. Otherwise the appropriate course grade will go into the students record.

**XIII. MAKE-UP POLICY**

A. Make-up Exams. Make-up exams are not normally allowed. Any deviation from this policy would be only for extenuating circumstances which are substantiated and approved as a special case by the instructor at the request of the student. If a major exam is missed, the student must work with the instructor to make-up the exam as soon as possible

B. Quizzes. There will be no make up for quizzes.

**XIV. POLICY ON ACADEMIC DISHONESTY**

Certain behaviors such as cheating on tests, plagiarism, substituting for another student, paying bribes and etc. are prohibited and are constituted as violations of Board Policies. For the exact details and information review College of the Mainland Policy FLB (Local) STUDENT RIGHTS AND RESPONSIBILITIES - STUDENT CONDUCT. College policies are available on-line or contact the Dean/Vice President of Education at (409) 938-1211 x229.

**XV. COLLEGE OF THE MAINLAND ADA STATEMENT**

College of the Mainland complies with SECTION 504 OF THE REHABILITATION ACT, AND THE AMERICANS WITH DISABILITIES ACT. If you have a documented disability and need special accommodations, please contact Michelle Kettler in the Advisement Center. (409) 938 1211 x124

**XVI. COMPETENCY STATEMENTS:**

The following competency statements represent the expected knowledge and capabilities of the responsible student as a result of successful completion of the course objectives. These statements are expressions of achievement as measured by course objectives. They are not intended to be either absolute or exhaustive, not expressly assured.

The student will be expected to:

Know basic psychological theories and to be able to relate them to business situations in a practical manner.

Identify and analyze significant human relation problems which are present in business organizations.

Recognize and be able to apply the basic elements of



<b>VOCATIONAL TECHNOLOGY BUILDING - ROOM, DAYS, &amp; TIME (to be announced)</b>		
<b>HUMAN RELATIONS 1311 - READING LIST AND ASSIGNMENT SHEET</b>		
<b><u>DATE/WEEK OF</u></b>	<b><u>READING ASSIGNMENT</u></b>	<b><u>CLASS ACTIVITIES</u></b>
Week #1	Chaps. 1 & 2	INTRODUCTION
Week #2	Chaps. 3	QUIZ #1 & #2 CHAT #1
Week #3	Chaps. 4	QUIZ #3 & 4
Week #4	Chaps. 5 & 6	QUIZ #5 & #6
Week #5	Chaps. 7 & 8	QUIZ #7 CHAT #2
Week #6	Student Presentation	QUIZ #8
Week #7	Chapter 9	QUIZ #9
Week #8	<b><u>MID-TERM TEST</u></b> Chaps. 10 & 11	QUIZ #10
Week #9	Chaps. 12 & 13	QUIZ #11 & #12 CHAT #3
Week #10	<b>ORGANIZATIONAL ANALYSIS</b> Chap. 14 & 15	QUIZ #13 & #14
Week #11	Chap. 16	QUIZ #15 & #16
Week #12	Chaps. 17	QUIZ #17 CHAT #4
Week #13	Chap. 18	QUIZ #18
Week #14		work on case studies
Week #15	CASE STUDIES DUE	study for final exam
Week #16	<b><u>FINAL EXAM</u></b>	