

Course Description**MNA2120 | Human Relations in Business | 3.00 credits**

Students will learn to implement human relations and communication skills necessary for superior performance and career advancement in the business profession. Emphasis is placed on learning and practicing effective interpersonal communication skills, giving criticism tactfully, expressing feelings constructively, being more sensitive to body language messages, and active listening. Other major topics emphasized are building self-esteem, learning how values and attitudes influence job performance and work relationships, assertion skills, group dynamics and team building, managing conflict, dealing with difficult people, and the challenges and opportunities of getting along in a culturally diverse workplace.

Course Competencies:

Competency 1: The student will be able to recognize the importance and benefits of implementing human relations skills and practices in the workplace by:

1. Analyzing the history of the study of human relations and defining human relations terms, theories, and concepts within the workplace setting
2. Identifying the goals, trends, and challenges in human relations
3. Applying the guidelines for effective human relations in interactions with others in the business setting
4. Recognizing the importance of ethical behavior for establishing good interpersonal relationships in organizations
5. Assessing his/her needs for improvement in interpersonal relations

Competency 2: The student will be able to understand better how personality, attitudes, and perceptions affect human relations by:

1. Exploring the Big Five personality dimensions and how these dimensions relate to organizational behavior
2. Gaining insight into his/her personality, self-esteem, self-concept, and behavioral patterns and their effects on human relations and job performance
3. Exploring the reasons for common attitudes about job performance and how attitudes affect productivity
4. Recognizing biases that affect perception, the importance of first impressions, and projecting a positive image

Competency 3: The student will be able to use interpersonal communication techniques by:

1. Analyzing how communication flows through organizations and explaining the steps in the communication process
2. Discuss ways to overcome communication barriers
3. Assessing nonverbal communication and ways to improve nonverbal communication skills
4. Using the appropriate response style for a given situation
5. Demonstrating the appropriate steps to calm an emotional person
6. Examining the various types of conflict and developing effective techniques for resolving conflict
7. Identifying the differences between passive, aggressive, and assertive behavior and the four steps of assertive behavior

Competency 4: The student will be able to recognize effective team dynamics required for individual and organizational performance by:

1. Recognizing the effect of managerial and employee expectations on team dynamics
2. Exploring the processes and techniques for communicating effectively
3. Practicing "I-statements" for expressing oneself in difficult situations
4. Identifying ways to avoid attacking and responding non-defensively

Competency 5: The student will be able to implement leadership skills and recognize team dynamics required for problem-solving, decision-making, and motivating employees in a business setting by:

1. Comparing and contrasting the major approaches to leadership and how leadership affects behavior, human relations, and job performance
2. Identifying and applying his or her preferred leadership style in various situations

3. Describe the stages of team development and how to select the appropriate leadership style based on the stage of development
4. Using motivation theories and practices to achieve organizational goals and objectives
5. Describing and applying the basic steps in the decision-making process
6. Developing work group and team leadership skills

Competency 6: The student will be able to recognize the relationship among diversity, value, culture, and globalization by:

1. Identifying diversity dimensions and recognizing biases, prejudice, and discrimination
2. Examining several business areas of global diversity
3. Exploring strategies to work harmoniously with people from diverse backgrounds and cultural experiences
4. Developing strategies to improve cross-cultural relations
5. Identifying practices to combat sexual harassment in the workplace

Learning Outcomes:

- Communicate effectively using listening, speaking, reading, and writing skills
- Solve problems using critical and creative thinking and scientific reasoning
- Demonstrate knowledge of ethical thinking and its application to issues in society