

Human Relations in the Workplace: BUS D056.01
Fall 2014
DeAnza College
TTH 3pm – 5:15pm
Location: L76

Instructor: Emanuele (Manny) Cappello

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Office Hours: MW 11:30am - 12:20pm; TTH 2:00pm – 2:50pm; Location: F51M

Required Texts:

1. *Human Relations* by Laura Portolese Dias

This is an open textbook available free online at

<http://www.saylor.org/books/>

or you may order a hardcopy for \$49.95 at

<https://students.flatworldknowledge.com/course/1740849>

Course Description:

This course explores human relations behavior in organizations emphasizing personal and interpersonal relationships. Students will learn examination of motivation, communication skills, leadership skills, emotional and physical wellness, diversity and ethical behavior for promoting effectiveness on the job. The core concept in this course is the emotional intelligence and how these skills carry over into career success, such as through ethics, communication, diversity, teamwork, conflict, good decision making, stress management, motivation and leadership.

Student Learning Objectives (SLOs):

1. Apply human relations theories to varied business situations and discuss the likely results.
2. Describe the impact of employees' human relations skills, ethical choices, attitudes, and physical and mental well being on the success of a business.
3. Make ethical business decisions by demonstrating personal and corporate social responsibility.
4. Describe the value of diversity in today's business environment.

Requisites:

Advisory: English Writing 1A or English as a Second Language 5.

Course Requirements:

Participation and Attendance: Participation and attendance are mandatory. Attendance will be taken at the beginning of class, end of class, or both. If you have 3-recorded absences, you may be dropped from the course. Two tardies are considered an absence. You will be graded on participation in the course, not on how often you've attended. Of course, you need to attend class in order to participate. Students are expected to complete the assigned readings before each session, come prepared to discuss the topics in class, and answer a question and submit it at the beginning of class. Your grade will reflect your participation.

Quizzes: There will be five equally weighted quizzes spaced evenly throughout the quarter. Each one will cover material in the assigned reading as well as topics discussed in class. These quizzes may include, but are not limited to, multiple choice, matching, True/False, short and medium answer questions. Of the 5 quizzes, 4 will count and your lowest quiz score will be dropped. There will be no make-ups for a missed quiz.

Homework/Assignments: There are 12 homework assignments each worth 10 points that cover topics presented in the *Human Relations* text. Students must submit responses in Catalyst that answer the questions and/or provide opinions to the prompts by the date and time they are due. If a student has an excused absence from class, they are still required to complete and submit the assignment by the date and time it is due. Late submissions will not be accepted and the student will receive a zero for that assignment.

Final Exam: You must report in the classroom on the day and time of the final exam. The final exam will be the same format as the quizzes but will be comprehensive.

Grading:

Participation: 180 pts.
Quizzes: 400 pts. (100 pts. each)
Homework Assignments: 120 pts.
Final Exam: 300 pts.

Points associated with letter grades

Points	Grade	Points	Grade
970-1000	A+	760-799	C+
930-969	A	700-759	C
900-929	A-	660-699	D+
860-899	B+	630-659	D
830-859	B	600-629	D-
800-829	B-	0-599	F

Classroom Policies:

Technology in the Classroom: Cell phone (smart phone, text messaging, etc.) use is strictly prohibited. Laptops are allowed but only for referencing the text.

Make-up Quizzes and Extensions: There will be no make-ups for quizzes or final exam. If you miss a quiz, you will receive a zero grade for that quiz and may be one of the five dropped. There will be no extensions for homework assignments. If you have an excused absence and are unable to attend class on the day a homework assignment is due, you may submit your paper via Catalyst until 11PM on the day it is due.

First Week of Attendance: Students must be present every day for the first week of classes to reserve their space in the classroom. If a student misses a class during the first week and does not contact the instructor by the next day, s/he may be dropped.

Dropping: It is your responsibility to drop or withdraw from this course. If you wish to take a “W” for the class, you must do so on or before the withdrawal date. There are various deadlines to keep in mind. Please refer to the academic calendar on My Portal for all official dates.

Disruptive Classroom Behavior: Disruptive classroom behavior includes, but is not limited to, talking when it does not relate to the discussion topic, sleeping, reading other material (e.g. newspapers, magazines, textbooks from other classes), eating or drinking, electronic socializing (e.g. Facebook, Twitter, etc), monopolizing discussion time, refusing to participate in classroom activities, leaving on cellular phones and pagers, and engaging in any other activity not related to the classroom activity. Students who engage in disruptive classroom behavior will be approached by the instructor and may receive a lower participation grade. If the disruptive behavior continues, students may be dropped from the course.

Academic Honesty: Communication of any kind during quizzes or exams between students or others is not allowed and is considered cheating. This includes any verbal, written or other communication. If a student uses any kind of text or notes, written or other during a quiz when permission is not strictly granted ahead of time, the student will be considered cheating. All quizzes and exams are to be the work of the individual student only. If you have a question during a quiz or exam, you are only allowed to talk to the instructor. If a student is observed cheating on a quiz, they will receive a grade of zero on that assignment and be reported to DeAnza Administration. If a student is caught cheating on the final exam, they will automatically receive a grade of F for the course.

Need help? Meet with tutors and attend workshops in the Student Success Center: <http://www.deanza.edu/studentsuccess>.

New this quarter...free online tutoring available to all De Anza students! Just login to [MyPortal](#), go to the Students tab, and find the Smarthinking link. You can work with a tutor live (hours vary by subject) or post a question or piece of writing for a response. For more information, go to <http://deanza.edu/studentsuccess/onlinetutoring.html>

Methods of Instruction:

- Lecture and visual aids
- Discussion of assigned reading
- Discussion and problem solving performed in class
- Homework and extended projects
- Collaborative learning and small group exercises
- Collaborative projects

Course Schedule & Assignments (Subject to change...check back often for updates)

Date	Reading Assignments <i>Human Relations</i>	<i>Homework Assignments</i>
23-Sep	None	Complete in class <i>The Conformity Questionnaire</i> located in Catalyst (print a copy and bring to class)
25-Sep	Ch. 1 - What is Human Relations?	Complete Assignment 1 Chapter 1 - Halo and Reverse Halo located in Catalyst Complete Assignment 2 Chapter 1 - The Johari Window located in Catalyst
30-Sep	Ch. 2 – Achieve Personal Success	Complete Assignment 3 Chapter 2 - Time Management located in Catalyst
2-Oct	Quiz 1 Chs. 1-2	
7-Oct	Ch. 3 – Manage Stress	
9-Oct	Ch. 4 – Communicate Effectively	Complete Assignment 4 Chapter 4 - Steve Jobs Video View Steve Jobs video introducing the iPhone at MacWorld 2007 http://www.youtube.com/watch?v=x7qPAY9JqE4 Answer questions and be prepared to discuss in class
14-Oct	Ch. 5 – Be Ethical at Work	Complete Assignment 5 Chapter 5 - An Ethical Dilemma located in Catalyst
16-Oct	Quiz 2 Chs. 3-5	
21-Oct	Ch. 6 – Understand Your Motivations	Complete Assignment 6 Chapter 6 - Employee Motivation located in Catalyst
23-Oct	Ch. 7 – Work Effectively in Groups	View the video in Catalyst - How to run an effective meeting
28-Oct	None	“Minute-To-Win-It” Group Exercise (Extra Credit opportunity) View short video Remember the Titans - Group Development Process located in Catalyst. Complete Assignment 7 Chapter 7 - Marshall Team Development located in Catalyst
30-Oct	Ch. 8 – Make Good Decisions	Complete Assignment 8 Chapter 8 - Moon Walk and Talk
4-Nov	Quiz 3 Chs. 6-8	Election Day – Exercise your right to vote
6-Nov	Ch. 9 – Handle Conflict and Negotiation	
11-Nov	Ch. 10 – Manage Diversity	Complete Assignment 9 Chapter 10 - Negotiating: Cultural Influences Case Study Read article, answer discussion questions, be prepared to discuss in class
13-Nov	None	In-class Movie: Seeing and Valuing Diversity

		Complete Assignment 10 Chapter 10 – Million Dollar Baby Questions
18-Nov	Quiz 4 Chs 9-10	
20-Nov	Ch. 11 – Work with Labor Unions	Complete Assignment 11 Chapter 11 - To File Or Not To File
25-Nov	Ch. 12 – Be a Leader	Complete Assignment 12 Chapter 12 – Management Styles
27-Nov	Holiday – No Class	
2-Dec	Quiz 5 Chs. 11-12	
4-Dec	Ch. 13 – Manage Your Career	Final Exam Review Group Exercise (Extra Credit opportunity)
12-Dec	Final Exam – Fri, Dec 12th @ 4PM	Final exam must be taken in the classroom at the specified time