



Course Syllabus
SEMESTER
School of Business, Hospitality Management, and Public Safety

Course Name:	Effective Human Relations
Course & Section Number:	BUS105-XXX
Meeting Day(s) & Time(s):	
Credits:	3
Contact Hours:	3
Instructor's Name:	
Office Hours & Location:	
OCC Phone:	
OCC Email:*	
Additional Contact Information:	School of Business, Hospitality Management, and Public Safety 567-661-7280

*Please use only Owens email for course communications.

Catalog Description:

Develops interpersonal skills to help students build and maintain productive and harmonious relationships, improve their leadership and communication skills, achieve a greater work/life balance, work effectively within a team, strengthen personal ethics and integrity and value diversity.

Prerequisite/Corequisites: None

Course Materials:

OpenStax Organizational Behavior Resource: <https://openstax.org/details/books/organizational-behavior>

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What You Will Learn in the Course

Course Objectives:
Understand the nature, purpose, and importance of human relations.
To provide increased opportunities for growth in self-awareness.
Improve personal leadership skills and develop self-esteem by providing a variety of leadership-assessment instruments which will aid student in the understanding of their own personal leadership profile.
Understand and identify communication styles and barriers to effective communication.
Develop mentoring and coaching skills.
Identify different values that affect leadership behavior and ethical choices.
Develop the right attitude and understand how leaders can change perceptions and attitudes.
Identify and apply motivational theories and contemporary motivation strategies.
Understand and utilize the Big Five Model of Personality to assist in the improvement of human relations and performance.
Identify emotions, the factors that influence emotions, and develop strategies for achieving emotional control and intelligence.
Explain how positive energy contributes to improved personal relationships.
Describe the importance of situational leadership and the impact on team-building.
Identify and demonstrate the use of effective conflict resolution and negotiation strategies.
Develop skills to deal with stress and identify stress management strategies.
Appreciate and understand the value of diversity and describe strategies for achieving diversity in the work force.

Student Learning Outcomes (SLO):	Where Assessed
Explain why human relations skills are important and develop a personal leadership development plan.	Chapters 1-12 Review Assignments, Personal Project & Presentation
Complete self-assessment exercises to gain personal knowledge and build human relations skills.	Chapters 1-12 Review and In-class Assignments
Develop and present a personal leadership foundation on the seven major themes of effective human relations: a. self-awareness b. communication c. self-acceptance d. motivation e. trust f. self-disclosure g. conflict resolution.	Personal Project & Presentation
Identify values and the impact of values on relationships, communication, ethics, and decision making.	Chapters 6-11 Review and In-class Assignments
Describe the skills and competencies of an effective communicator including a major focus on listening skills and the importance of mirroring.	Chapter 11 Review and In-class Assignments
Develop a leadership strategy for building teams, resolving conflict, and dealing with difficult people.	Chapters 2, 5-7, 9, 10, 12 Review and In-class Assignments
Explain how change affects behavior, human relations, and performance and identify how you can manage change and overcome resistance to it.	Chapters 13, 15, 16 Review and In-class Assignments

As a student at Owens Community College, you will take General Education courses as part of your degree program. While Institutional Competencies are specific to the General Education courses, they will be reinforced in many of your degree program major courses and may be measured in your capstone course(s) and others as identified.

Institutional General Education Competencies:	Where Introduced/Reinforced
Communicate effectively.	Chapter 11 Review and In-class Assignments
Think analytically, critically, and creatively.	Personal Project & Presentation

Technology, Lab, and File Requirements:

Even though mobile devices are widely used to access online course content, it is recommended that students have access to a computer on which they can download and install software like Microsoft Office (Office 365 is available for free to students at www.owens.edu/office365 or available to use in campus computer labs). It is also recommended that students be able to access their online course content throughout the week as there may be various due dates and deadlines for your classwork.

Academic Support

Disability Services Resource Center: If you have a disability or acquire one, you may be entitled to receive reasonable accommodations intended to assure you an equal opportunity to participate in and benefit from the program. To receive more information or to register for accommodations, please contact the Disability Resource Center at 567-661-7007, email disability@owens.edu, visit <https://www.owens.edu/disability/>, or stop by College Hall 124.

Tutoring Services: Owens Community College offers academic tutoring and assistance in a variety of subjects including: accounting, computing, economics, mathematics, science, and writing. For more information go to: <https://www.owens.edu/successcenters/>.

Counseling Services: Counseling Services provides assistance to students experiencing personal, educational, interpersonal/relationship, family, social, or psychological difficulties. If you feel you may benefit from this service, please contact them at counselingservices@owens.edu. More information is at <https://www.owens.edu/counseling/>.

Campus and Community Connections: The Center for Campus and Community Connections (College Hall 123) is a walk-in office created to provide retention support through resource stability initiatives and community connections. Go here for more information: <https://www.owens.edu/connection/> or contact connections@owens.edu

Owens Library: The Owens Library offers two locations (Toledo and Findlay) as well as online resources. For more information visit <https://www.owens.edu/library/>.

Students can find more information on campus resources, student support, student life, and security at this [link](#).

General Information

Student Code of Conduct: All students are expected to follow Owens Community College's [Student Code of Conduct](#), which includes academic honesty, encompassing plagiarism. See the [Board Policy](#) for more information.

Anti-Discrimination and Harassment & Title IX/Sexual Misconduct: All students, faculty, and staff are expected to follow Owens Community College's [Anti-Discrimination and Harassment Policy](#) and the College's [Title IX Policy](#)/Sexual Misconduct Procedures and Guidelines. The College strictly prohibits and will not tolerate harassment, discrimination, intimidation, or hostile/offensive working or learning environments.

Religious Accommodations: A student seeking an accommodation for an absence permitted under Ohio's Testing Your Faith Act must provide the instructor with a written email notice with the specific dates for an absence, and must do so not later than fourteen (14) days after the first day of instruction. Alternative accommodations are not retroactive, and no academic penalty will be imposed for an absence under the policy*. The request for an alternative accommodation will be kept confidential. Students with questions about a religious accommodation under Ohio's Testing your Faith Act may contact the College's Office of Academic Affairs: provost@owens.edu

The policy may be found on the Owens website: [3358:11-2-63 Accommodation](#) for a Student Absence for the Observance of Religious Beliefs and Practices Policy

Document Collection: Throughout the semester, your instructors may ask for a variety of assignments including tests and/or quizzes for student learning of institutional general education competencies or program assessment. Please save all your class materials until the end of the semester.

Classroom Admittance: OCC classes shall only be attended by the officially registered OCC students or perspective students, instructor of record, guest lecturer, or substitute. Visitors are not permitted to be in the classroom and should not be invited to attend or participate in the class. See [FERPA](#) regulations for more information.

Use of AI Tools: This course permits you to use artificial intelligence (AI) tools, such as chatbots, text generators, paraphrasers, summarizers, or solvers, to get guidance on assignments, as long as you do so in an ethical and responsible manner. Essentially, you can think of these tools as ways to help you learn but not to entirely create work for assignments like discussion board posts, essays, presentation slides, and so on. AI is more like your tutor or TA, not a replacement for your independent thinking.

This means that you must:

- Not use AI tools to replace your own thinking or analysis or to avoid engaging with the course content.
- Cite or explain any AI tools you use. Provide the name of the AI tool, the date of access, the URL of the interface, and the specific prompt or query you used to generate the output.
- Be transparent and honest about how you used the AI tool and how it contributed to your assignment. Explain what you learned from the AI tool, how you verified its accuracy and reliability, how you integrated its output with your own work, and how you acknowledged its limitations and biases.

You are accountable for any mistakes or errors made by the AI tool. Always check and edit the output before submitting your work. If you discover any inaccuracies or inconsistencies in the output after submission, notify the instructor immediately and correct them as soon as possible.

Using AI tools in an unethical or irresponsible manner, such as copying or paraphrasing the output without citation or transparency, using the output as your own work without verification or integration, or using the output to misrepresent your knowledge or skills, is considered a form of academic dishonesty and will result in a zero grade for the assignment and possible disciplinary action. If you have any questions about what constitutes ethical and responsible use of AI tools, please consult with the instructor **before** submitting your work.

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Student Responsibilities & Instructor Expectations

Contact the Owens Help Desk **(567) 661-7120** if you are experiencing technical issues with your username and/or password or having navigational issues in Blackboard.

E-mail is the best method to contact me outside of student hours, which are listed above. I expect questions and that's okay. Don't hesitate! Reach out when you need to.

Email me with personal questions. You must use your Owens student email to ensure FERPA is followed.

***I WANT YOU TO DO YOUR BEST IN THIS CLASS. IF YOU HAVE ANY QUESTIONS OR NEED ANY HELP, PLEASE CONTACT ME, SO I CAN ASSIST YOU. ***

Cheating will be governed under the provisions in the *College Catalog*.

Attendance Policy: Attendance is expected since each time we meet we will be learning new material that you will be responsible to know before the next class. Also please be on time for class because late arrivals cause distractions for the entire class and confusion for yourself regarding what we are covering as well as what you have missed. If you are absent, you will not be able to participate and will not gain as much as you could from the course.

If you have a situation that may exist or arise that will affect your attendance, please discuss the situation with me. In order to receive attendance verification for this class for financial aid purposes, at least one class must be attended by the specified verification date.

Class work, Homework, and Quizzes: Various assignments will be assigned at the completion of each chapter and can be found under the Assignments link in Blackboard.

You must use the Blackboard website to submit your files electronically to me. Assignments must be submitted using the Assignments section of Blackboard (unless instructed otherwise).

Late Work & Make Up Policy: Any assignment turned in late will earn half credit. No assignments will be accepted two weeks after the date in which they are assigned. No assignments will be accepted after the last day of classes.

Assessments: These will be completed in Blackboard.

NOTE: **DATE is the last day students can drop the course without receiving an official letter grade.** Please consult with your academic advisor prior to end of semester to review options.

Grading assignments: Assignments that are submitted by the due date will be graded and returned/recorded in the grade center before the next due date (within one week). Assignments that are submitted after the due date *may take up to two weeks* before being graded.

Answering emails: The best way to contact me is via email at teri_pratt@owens.edu. I will do my best to respond to your emails within 24 hours on weekdays and within 48 hours on weekends.

- I check my email several times a day. (I will post on the Announcements on Blackboard, if I am not going to be able to check my email for extended periods of time during a day or days.) Phone messages left on my voice mail (The number on the on the front page of the syllabus) may be delayed due to office hours. Please only use your Owens email account to contact me.

Student hours: These posted times are designated for me to be available to meet with and assist you, outside of normal class time, with any concerns/questions you may have regarding this course or program.

Facilitating successful completion of the course: I welcome questions, concerns and experiences relevant to the topic, course and/or professional field. We learn from each other. If appropriate, I encourage you to share and ask during class. If it is not, please don't hesitate to see me during student hours or email me. If I feel that there is a need, I will reach out to the student or class as a whole to address that need. I will make referrals to other campus resources as needed. I am aware that life is happening and this class is not the only thing you have going on.

Read through the material, watch the videos, and practice the activities in this class. If you need study tips, Owens has resources to help get you off to a great start!

How Grades are Determined and Major Assignments

Course activities that count towards grade	Value	Student Learning Outcomes (SLO) Assessed
Chapter Review and In-Class Assignments (13 @ varied points)	231 points (32%)	1-7
Tests (3 @ 100 points each)	300 points (41%)	1-7
Personal Project (100 points) & Presentation (100 points)	200 points (27%)	1-7
Total	731 points	

Grade	Points
A	658-731
B	585-657
C	512-584
D	439-511
F	0-438

Grades will be calculated on the following scale.

90% and Above	A
80% to Less than 90%	B
70% to Less than 80%	C
60% to Less than 70%	D
Less Than 60%	F

Important Dates to Remember

Please see <https://www.owens.edu/academics/academic-calendar/> for important dates in the semester.

Tentative Class Assignments:

Class Date	Topic	Due Date
DATE	Intro to Class Chapter 1: Management and Organizational Behavior	DATE
DATE	Chapter 2: Individual and Cultural Differences	DATE
DATE	Chapter 3: Perception and Job Attitudes	DATE
DATE	Chapter 4: Learning and Reinforcement	DATE
DATE	Chapter 5: Diversity in Organizations	DATE
DATE	Test Chapters 1-5 Chapter 6: Perception and Managerial Decision Making	DATE
DATE	Chapter 7: Work Motivation for Performance Chapter 9: Group and Intergroup Relations	DATE
DATE	Chapter 10: Understanding and Managing Work Teams Chapter 11: Communication	DATE
DATE	Chapter 12: Leadership	October 28

Class Date	Topic	Due Date
DATE	Test Chapters 6, 7, 9-12 Chapter 13: Organizational Power and Politics	DATE
DATE	Chapter 15: External and Internal Organizational Environments and Corporate Culture Chapter 16: Organizational Structure and Change	DATE
DATE	Chapter 18 Stress and Well Being	DATE
DATE	Test Chapters 13-16, 18 Presentation Work Day	DATE
DATE	Presentation Work Day Thanksgiving Break	DATE
DATE	Project/Presentation Due	DATE
DATE	Presentations Continued if necessary	DATE

Disclaimer: The instructor reserves the right to amend this syllabus as deemed necessary and will communicate such amendment to the students in the course. Please note that while unlikely, there is a possibility courses might need to change the delivery method due to external issues like public health concerns, weather issues, etc. If this happens, the college will communicate any changes via email and/or other communication methods.