

OA161
Human Relations
3 Credits

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OA161 Version: 1



Human Relations

Calendar Description

This course focuses on the essentials for developing individual effectiveness in the workplace. This course also covers strategies for developing healthy and successful relationships between employees, employers, and customers. Topics include but are not limited to the following: self-esteem, emotional intelligence, attitudes, values, ethics, problem solving, personal communication, conflict management, and leadership.

Rationale

This is a required course for the Administrative Professional certificate. This course is designed to show students how they can become more effective in their work and personal lives through knowledge of and skill in human relations. Typically career and personal success are related. Success on the job often enhances personal success, and success in personal life can enhance job success. Dealing effectively with people is a vital skill and an asset. Students also learn how to effectively deal with human relations problems that stem from other employees, employers, and/or customers.

Prerequisites

None

Co-Requisites

None

Course Learning Outcomes

Upon successful completion of this course, students will be able to

1. define human relations and how it applies to them.
2. improve self-motivation and self-confidence.
3. problem solve using critical thinking skills.
4. communicate effectively with people.
5. handle conflict.
6. work well with co-workers, supervisors, and customers.

7. improve leadership skills.
8. motivate others.

Resource Materials

Required Texts:

DuBrin, A. J. (2017). *Human relations for career and personal success:*

Concepts, applications, and skills (11th ed.). Toronto, ON: Pearson Education.

Conduct of Course

This is a distance education course that is taught using a textbook and various online tools. The course instruction is delivered online through the Desire2Learn (D2L) learning management system. The course is organized into three learning methodologies: (1) textbook readings, (2) online resources, and (3) D2L Learning Activities. Students may be required to access various websites, YouTube videos, and read additional instructional materials as needed. Students must have access to a computer in order to access D2L, e-mail, and online resources.

A course outline is provided on D2L as a guideline for students to complete assigned chapter readings, view videos, and assessments. As this is an online course, students need to be self-disciplined and practice good time-management skills. As in face-to-face courses, students should keep up with assigned readings/videos and come prepared to participate with meaningful contributions to both individual and group activities.

Desire2Learn, the Course, and Learning Activities

D2L is used to administer the following: view chapter PowerPoint slides, access videos, post to discussions, view and submit learning assignments, complete quizzes, and access grades.

D2L is a required component of the course; therefore, all assignments must be submitted through this learning management system. Late assignments receive a grade of zero (unless there are documented extenuating circumstances). Technology issues are not considered to be valid grounds for late assignments.

All assessment dates will be posted on D2L and are subject to change.

Evaluation Procedures

Assignments	70%
Exams	30%
Total	100%

Grade Equivalents and Course Pass Requirements

A minimum grade of D (50%) (1.00) is required to pass this course.

Letter	F	D	D+	C-	C	C+	B-	B	B+	A-	A	A+
Percent Range	0-49	50-52	53-56	57-59	60-64	65-69	70-74	75-79	80-84	85-89	90-94	95-100
Points	0.00	1.00	1.30	1.70	2.00	2.30	2.70	3.00	3.30	3.70	4.00	4.00

Students must maintain a cumulative grade of C (GPA - Grade Point Average of 2.00) in order to qualify to graduate.

Attendance

Because this is an online course, attendance is demonstrated by keeping up with readings and assignments, participation in dialogue on the discussion board, and completing course work and assignments to the satisfaction of the instructor.

In cases where illness impedes participation or assessments, the student may be requested to submit a medical certificate.

Course Units/Topics

Part 1: Understanding and Managing Yourself

1. Human Relations and Yourself
2. Self-Esteem and Self-Confidence
3. Self-Motivation and Goal-Setting
4. Emotional Intelligence, Attitudes, and Happiness
5. Values and Ethics.
6. Problem Solving and Creativity

Part 2: Dealing Effectively with People

1. Personal Communication Effectiveness
2. Communication in the Workplace
3. Specialized Tactics for Getting Along with Others in the Workplace
4. Managing Conflict
5. Becoming an Effective Leader
6. Motivating Others and Developing Teamwork



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