COURSE OUTLINE

Faculty are required to have the outline submitted to the Academic Affairs Office. The course outline is the form used for approval of new courses by the College-wide Curriculum Committee.

DEPT. General Studies COURSE NO. GSSS 1100

NUMBER OF CREDITS: 2

COURSE TITLE: Human Relations

CATALOG DESCRIPTION: Designed to assist students in developing and maintaining healthy relationships within the family, social, and work structures. Self-esteem, assertive behavior, and stress management will be covered.

AUDIENCE: College Freshman or Sophomore

FULFILLS MN TRANSFER CURRICULUM AREA(S) (Leave blank if not applicable)

Area : by meeting the following competencies:
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PREREQUISITES OR NECESSARY ENTRY SKILLS/KNOWLEDGE:

Students need an adequate reading level.

LENGTH OF COURSE: 1 Semester/16 Weeks

THIS COURSE IS USUALLY OFFERED:

Every other year fall X spring X summer undetermined

Four goals are emphasized in course at Minnesota West Community & Technical College:

1) ACADEMIC CONTENT: Develop heightened awareness of how human relations skills are crucial to personal and professional success.
2) THINKING SKILLS: Develop critical thinking and make connections with critical contemporary and ethical issues.

3) COMMUNICATIONS SKILLS: Comprehensive study of various types of communication—verbal, nonverbal, listening—and explore barriers that impede positive communication between people.

4) HUMAN DIVERSITY: Explore diversity and global issues and their impact on the workplace.

TOPICS TO BE COVERED: Human Relations, Perception—Different Views of the World, Motivation, Teamwork, Communication, Goal Setting, Ethics at Work, Workplace, Expectations, Change Dynamics, Wellness and, Achievement, Global Challenges and Personal Growth

LIST OF EXPECTED COURSE OUTCOMES:

Students will:

1. explain purpose and importance of human relations
2. identify major forces influencing human behavior at work
3. identify self-esteem importance
4. examine ways to raise self-esteem in self and others
5. identify human needs
6. examine motivational theories
7. describe internal and external motivators in workplace
8. explain contemporary motivation strategies
9. identify personal values and goals
10. develop strategies to resolve value conflicts
11. explain criteria for appropriate self-disclosure
12. develop person/others rights awareness
13. examine customer relations
14. examine interpersonal relationships within organizations
15. explain assertive/aggressive differences
16. develop positive reinforcement techniques
17. distinguish between assumptions and facts
18. explain importance of positive impressions
19. display manners contributing to interpersonal relations
20. explain importance of teamwork
21. list characteristics of effective work teams
22. explain basic conflict management strategies
23. identify key elements of conflict resolution process
24. examine challenges with workforce
25. explain change adaptation
26. describe how prejudiced attitudes are formed
27. develop awareness of discrimination in workplace
28. examine cultural diversity
29. examine gender bias in organization
30. define sexual harassment
31. define success compatible with needs and values
32. describe goal setting importance
33. define work ethic/responsibility

LEARNING/TEACHING TECHNIQUES used in the course are:
X Collaborative Learning  X Problem Solving
X Student Presentations  Interactive Lectures
Creative Projects  Individual Coaching
X Lecture  X Films/Videos/Slides
X Demonstrations  X Other (describe below)
Lab  Guest Speaker

ASSIGNMENTS AND ASSESSMENTS FOR THIS CLASS INCLUDE:
X Reading  X Tests  X Individual Projects
X Oral Presentations  X Worksheets  Collaborative Projects
X Textbook Problems  Papers  Portfolio
X Group Problems  Term Paper
Other (describe below)

EXPECTED STUDENT LEARNING OUTCOMES:
1. Students will understand the importance of human relation skills for their personal and professional success.
2. Students will better understand their personal values and goals.
3. Students will better understand their ethical responsibility in the workplace.
4. Students will have a better understanding of workplace expectations.
5. Students will understand that they are part of a diverse global community.

Veteran Services: Minnesota West is dedicated to assisting veterans and eligible family members in achieving their educational goals efficiently. Active duty and reserve/guard military members should advise their instructor of all regularly scheduled military appointments and duties that conflict with scheduled course requirements. Instructors will make every effort to work with the student to identify adjusted timelines. If you are a veteran, please contact the Minnesota West Veterans Service Office.

To receive reasonable accommodations for a documented disability, please contact the campus Student Services Advisor or campus Disability Coordinator as arrangements must be made in advance. In addition, students are encouraged to notify their instructor.

This document is available in alternative formats to individuals with disabilities by contacting the Student Services Advisor or by calling 800-658-2330 or Minnesota Relay Service at 800-627-3529 or by using your preferred relay service.

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