

BUS D056.61Z: Human Relations in the Workplace

DE ANZA COLLEGE - BUSINESS, COMPUTER SCIENCE & APPLIED TECHNOLOGIES
DIVISION (CRN 12439) Summer 2020 - 5 units

INSTRUCTOR INFORMATION

Instructor

Kimberlee Andrews-Bingham,
MSW, MBA

Email

You can connect through
Canvas Inbox and
Andrewskim@fhda.edu

Office Location & Hours

Virtual / phone / email - by
appointment. Thursday's 3 -
5pm and other as available.

Website for class materials: Canvas (All registered students will have access)
<https://deanza.instructure.com>, use your CWID and Password

Mobile Apps: App store: Instructure Canvas

GENERAL INFORMATION

Course Description

This course provides a practical application of the principles and concepts of behavioral sciences to interpersonal relationships in the business environment. The course is designed to provide students the opportunity to achieve a deepened sense of awareness of themselves and others.

This understanding will help them create positive working relationships. Students will examine topics such as diversity, ethical behavior, communication, teamwork, conflict, good decision making, stress management, motivation, and leadership that are critical to career success.

Student Learning Outcomes

On successful completion of this course, students will be able to:

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

To be successful, read the textbook and lecture slides/notes for the assigned chapters each week. You may want to print the lecture slides to use as the study guide for the chapters.

Throughout the quarter, you will be engaged in a variety of activities. These include homework assignments, completion of quizzes, class activities, and a final exam. Students are also required to actively participate in the class discussion.

Assignments

All assignment due dates and times are Pacific Mountain Time.

First Week Syllabus and Self-intro Forum: To ensure students have read and understand the syllabus, a quiz related to its content will be due in week one and worth 4 points. In this same week, students will be required to verify their attendance and demonstrate their engagement in the class by participating in a 1 point Self-into Forum.

Chapter Quizzes: There will be weekly equally weighted quizzes based on course content that will contain between 10 and 20 questions. Each quiz is worth up to 10 points. Quizzes may include, but are not limited to, multiple choice, matching, true/false, short and medium answer questions. **These quizzes are not timed and students may use their textbook. Students are encouraged to take their time and use quizzes as an opportunity to study for the final exam, as the final exam will be comprehensive and cover the whole course.**

Discussion Posts and Substantive Replies / Responses: To promote peer learning and engagement, students will submit discussion posts each week on a pre-determined topic. Any data and factual information included must be cited from its original source and not presented as the student's original thoughts. Appropriate sources include the text for this class, but outside sources such as those presented at the end of this syllabus should also be included as appropriate and relevant. Original posts are worth up to 5 points, and a **substantive** reply to at least one classmates post is worth up to an additional 5 points. **Substantive reply means you have analyzed the other student's post and are replying with additional information and insights that go well beyond merely agreeing with them or complimenting their post.** All students are expected to read the posts of other classmates and respond in a way that raises a new thought or opinion on the topic, provides additional insight, and advances the conversation.

Student Activities: For purposes of reflection and application of course content to real-life scenarios, students will complete and submit weekly activities worth up to 10 points.

Group Assignment: This assignment will require students to work in a group and submit a team assignment related to group work in the workplace. Each student will also have the opportunity to submit a self and peer reflection/evaluation as part of this assignment, and this feedback will be used in assigning individual grades for the group project.

Final Exam: The final exam will cover all text chapters included during the course. The exam may include, but is not limited to, multiple choice, reflective notes, short and medium answer questions, and case study analysis. Students will have a 24 hour period during which they can complete and submit this 60 minute timed exam online, and the clock starts as soon as the exam is accessed by the student. Earning a good grade will require that you are familiar with course content and not reliant on a book or other materials to complete this exam within the allotted amount of time.

Class Information

This six-week, five-unit class is completely online. We will move at twice the speed of a normal 12 week class.

All coursework will be posted on Canvas at <https://deanza.instructure.com> including assignments and quizzes, discussions, and the final exam. (A link to Canvas is also available in MyPortal on your Student Tab) You will have to be registered to access coursework on Canvas. If you need help with how to use Canvas, please go to <https://deanza.instructure.com/courses/1106>.

Required Text and Materials

The textbook for this course is Portolese, L. (2015). Human Relations (v.2.0) Irvington, NY: Flatworld Knowledge.com.

- The open source textbook is available free online at <http://www.saylor.org/books/> (site link) or https://saylordotorg.github.io/text_human-relations/ (direct link to book).
- You may order digital access to the text with a complete set of study aids. The options - accessing the book through your account (\$29.95) or Digital All Access Pass - download the book on your digital device and includes study pass (\$49.95). Order at <https://students.flatworldknowledge.com/course/2550558> [Recommended]

Course Schedule

Assignment Due	Chapter / Topic / Reading	Assignments
Week 1		
<i>Tuesday - 6/30 (Note: as this is week one you will have until Thursday 7/2 to submit these assignments.)</i>	Read Syllabus Ch 1 - What is Human Relations	Self-into Forum Quiz - Syllabus Discussion Forum - Chapter 1 Start Activity One: Time Management
<i>Thursday - 7/2</i>	Ch 2 - Achieve Personal Success	Quiz - Chapter One & Two Discussion Forum - Chapter 2 Activity Two: Emotional Intelligence
Week 2		
<i>Tuesday - 7/7</i>	Ch 3 - Manage Your Stress	Activity One Due: Time Management Quiz - Chapter Three Activity Three: Stress Management Discussion Forum - Chapter 3
<i>Thursday - 7/9</i>	Ch 4 - Communicate Effectively	Activity Four: Communication Style Quiz - Chapter Four

		Discussion Forum - Chapter 4
Week 3		
Tuesday - 7/14	Ch 5 - Be Ethical at Work	Activity Five: Ethics at Work Discussion Forum - Chapter 5 Quiz - Chapter Five
Thursday - 7/16	Ch 6 - Understand Your Motivations Ch 7 - Work Effectively in Groups	Activity Six: Applying Motivation Theories Discussion Forum - Chapter 6 & 7 Quiz - Chapter Six & Seven Students will be divided into groups and given a project to work on. This group project is due in week five.
Week 4		
Tuesday - 7/21	Ch 8 - Make Good Decisions	Activity Seven: Group Development (Video Scenario) Discussion Forum - Chapter 8 Quiz - Chapter Eight
Thursday - 7/23	Ch 9 - Handle Conflict and Negotiation	Activity Eight: Conflict and Negotiation Discussion Forum - Chapter 9 Quiz - Chapter Nine
Week 5		
Tuesday - 7/28	Ch 10 - Manage Diversity at Work	Discussion Forum - Chapter 10 Quiz - Chapter Ten
Thursday - 7/30	Ch 12 - Be a Leader	Discussion Forum - Chapter 12 Quiz - Chapter Twelve
Saturday - 8/1	Group Project and Feedback	Group Projects Due on Saturday Individual Peer and Self-Evaluation of Group Project Due on Saturday
Week 6: 12/9 - 12/13		
Tuesday - 8/4	Ch 13 - Manage your Career	Quiz - Chapter Thirteen Discussion Forum - Chapter 13
Thursday - 8/6	Final Exam Course Evaluation	Final Exam. 50 questions. 60 minutes to complete. (Available on Thursday only) Congratulations! You did it!

Assignments	Point Value (400 total points for course)
First week syllabus quiz - 1	4
First week Self-into Forum - 1	1
Chapter Quizzes - 10	100
Discussion Posts and Responses - 11	110
Chapter Activities - 8	80
Virtual Group Project - 1	50
Peer and Self-Evaluation of Group Project - 1	5
Final Exam (Comprehensive) - 1	50

Grading - (excludes extra credit)

Percent %	Grade	Percent %	Grade
100 - 98	A+	< 80 - 78	C+
< 98 - 93	A	< 78 - 70	C
< 93 - 90	A-	< 70 - 68	D+
< 90 - 88	B+	< 68 - 63	D
< 88 - 83	B	< 63 - 60	D-
< 83 - 80	B-	< 60	F

Late Assignments

Late assignments will generally not be accepted unless students contact the instructor prior to the due date to request an extension for a valid reason. (For example illness, unexpected emergency etc.) Students should plan to work ahead to submit assignments early in the event they will be out of town or have other commitments that will make meeting an upcoming deadline difficult.

Extra Credit

Extra Credit - Students who include and appropriately cite outside resources from reputable sources in preparing discussion posts will earn up to one additional point on each of those assignments. **Please note: students will be awarded ½ point for citing an outside resource and ½ point for using proper APA format. You should be citing the text throughout the course when drawing points from it, but extra credit will only be awarded when bringing in an additional outside resource.** For more information on finding and citing reputable sources, students should familiarize themselves with the information found at https://owl.purdue.edu/owl/research_and_citation/using_research/citation_style_chart.html

ADDITIONAL INFORMATION AND RESOURCES

Getting Help

Feel free to contact me via the course Canvas message system with questions or to arrange a time to meet virtually or via phone. I check into the course daily but not so frequently during weekends. Allow up to 24 hours for a reply Monday - Friday, and possibly not until Monday if a request is submitted late Friday - Sunday. Note that as this is a large class, the earlier you contact the instructor for help the more likely you are to be able to connect and get what you need before pertinent due dates. In other words, do not wait until the last minute in seeking guidance on assignments or to raise questions, as the instructor will help students in the order on which they have sought help.

For questions about course contents, please contact the instructor via Canvas Inbox (not via email), so we can keep track of all communications.

You can also get help from your colleagues or contact the tutorial center. The tutorial center has Study Skills workshops. The schedule is posted under academic skills: <http://www.deanza.edu/studentsuccess/>. (These workshops are free!)

System Requirements

Canvas:

Canvas supports the current and first previous major releases of the following browsers:

- Internet Explorer 11 and Edge (*Windows only*—please make sure your operating system is also current as noted in the computer specifications lesson; you may need to download the Windows 10 Anniversary Update to submit Canvas assignments)
- Safari 8 and 9 (*Macintosh only*)
- Chrome 52 and 53
- Firefox 47 and 48 (Extended Releases are not supported)
- Flash 22 and 23 (used for recording or viewing audio/video and uploading files)

We highly recommend updating to the most current version of your preferred browser. Your browser will notify you if there is a new version available.

Run the readiness test by clicking on this link so that you can test your browser and see what plug-ins you might need.

Course Home Page:

Log into Canvas with your De Anza ID. You can access your Canvas course home page at the start of the quarter.

Once you log in to Canvas, you will see a list of courses you have registered that has a Canvas component. Click on our course home page.

Click on the appropriate week button for each week's assignment module.

Click on "Grades" to keep track of your own progress.

Within each week's module follow the links for chapter readings, lecture slides, assignments, and any additional videos or weblinks. You can also download the textbook and study offline.

All assignments are due at 11:59 pm on the due date. Complete each assignment by clicking on each one in the course.

Attendance / Participation

Regular participation is expected. This is an online only class, and students are expected to accept the level of personal responsibility required for success. This means being comfortable with a high-level of self-direction, but always proactively seeking help from the instructor when questions or concerns arise.

To avoid being dropped from this course for inadequate attendance and participation, students must:

- 1. Submit all first week assignments on time.**
- 2. Miss no more than 1 week of assignments**

Instructor reserves the right to drop all students who miss more than 1 week of assignments.

Please check the lesson plan and plan your work accordingly - do not wait till the due date. Since the assignments and readings are available 7x24 online (accessible anytime anywhere) the only valid reasons for late submissions or requesting an Incomplete for the course are major medical emergency/hospitalization (yourself or child/significant other), National Guard, or jury duty/court appearance, all with official proofs. **Travel, work schedule, non-emergency/non-hospitalized illnesses, family matters, vacation, forgetting, work conflicts, busy with another class, and personal issues are not valid reasons for not submitting the activities and participating in the discussion.**

Important note: If you have a busy school week ahead, or have frequent, persistent, or high likelihood of family issues or work conflicts, please complete the assignments early rather than waiting until the due dates. However, if you need any additional support, please let the instructor know so that accommodations can be made to fit your needs.

Timely completion of assignments is essential as learning in this class is built on top of the previous chapters. As such, for those students who add the class with an add code, the record of assignment submissions and participation maintained by the instructor begins with the day the students are given the add code by the instructor.

Based on the De Anza Student Handbook, to request an incomplete on the transcript, a student must have completed at least 75% of the course assignments. If a student wants or needs to drop the class, the student is solely responsible for dropping the course. See De Anza's policies and deadlines for attendance and drop/add/withdraw calendar on My Portal by clicking on your course, then "menu" and "essentials" you should see the dates for the summer quarter.

Important Dates

Withdrawing from the class is the student's responsibility. See De Anza's policies and deadline for attendance and drop/add/withdraw at <http://www.deanza.edu/policies/attendance.html> and <http://www.deanza.edu/calendar/>

Last day for drops w/refund: July 1

Last day for drops with no refund: July 6 (*If you withdraw with a "W," that may count toward the maximum of three times that you are generally allowed to enroll in a particular course.*)

Final Exam: August 6

Classroom Etiquette / Netiquette

Participation is more than just logging into the class and submitting assignments. Students are expected to engage in critical self-reflection through weekly assignments. They are also expected to contribute to and advance the level of conversation with their classmates by raising new points and adding new information through online discussion posts and responses. Although delivered virtually, this is a classroom like any other in that the goal is to reflect, share, engage, and support one another in a respectful and confidential environment so that all students can learn and grow through this experience. Students should be punctual with all discussion and assignment submissions, and participate in a way that is respectful of the learning of others.

Academic Integrity

Students are expected to adhere to the tenets of the Foothill/De Anza Community College District Student Code of Conduct. Cheating/Academic Dishonesty will not be tolerated; this includes copying the work of another student's assignment or classwork, and representing information as your own work when it is not (**for example, using research from the internet but not citing that source**). Instances of cheating/academic dishonesty will be dealt with in accordance with De Anza College's policy and may result in an "F" grade for the course.

Disability Support Services

For information or questions about eligibility, support services or accommodations to disability (physical or learning disability), please contact:

Disability Support Service (DSS): Student Services Building (408) 864-8753; Educational Diagnostic Center (EDC): Learning CenterWest 110 (408) 864-8839; Special Education Division: (408) 864-8407; <http://www.deanza.edu/dsps/dss/>

Outside Sources

In preparing weekly discussion posts and replies, students should review and include information from outside sources such as:

- Research presented in newspapers, magazines, academic journal, etc.
- Note: Wikipedia is **NOT** considered a reputable source, but possible sources may be found in the notes and links sections at the bottom of those pages.

NOTE: Be sure to appropriately cite any research or source used. See "Extra Credit" above for more information.

Final Remarks

A key factor in achieving a successful outcome in this course is the willingness and commitment of students to read widely on the topics covered from academic and professional sources and to participate actively in class discussions. Such students will not only enjoy the course but are more likely to achieve the learning outcomes of the course. I am looking forward to a great quarter!!