

Des Moines Area Community College

Course Information – EFFECTIVE Aug. 2006

Acronym/Number MGT 145

Historical Ref. [MGMT 203](#)

Title Human Relations In Business

Credit Breakout	<u>3</u>	<u>3</u>	<u>0</u>	<u>0</u>	<u>0</u>
	(credit	lecture	lab	practicum	work experience)

PREREQUISITE(S):

COURSE DESCRIPTION:

Emphasizes the importance of the development of proper attitudes toward self, others, and organizational settings. Stresses the development of a good self image and the relationship this has to energy levels, emotions, defensiveness, verbal and nonverbal communication.

COURSE COMPETENCIES: (Attach additional sheets if necessary)

During this course, the student will be expected to:

1. Define Human Relations
2. Identify Reasons Why Human Relations is Receiving More Attention in Business.
3. Develop Good Listening Skills
 - 3.1 Define Active Listening
 - 3.2 List the Steps You Can Follow to Become an Active Listener.
4. Explain the Process of Communication
 - 4.1 List the Effective Elements of Effective Communication
 - 4.2 Identify Ways in Which Messages Can be Filtered
5. Analyze The Most Prevalent Nonverbal Communication Cues in Human Relations
 - 5.1 Define Nonverbal Communication
 - 5.2 Explain Why Nonverbal Communication is More Powerful Than Verbal
6. Explain How the Self Concept Influences Our Career Development in Business
 - 6.1 Define Self Esteem
 - 6.2 Describe Characteristics the People with High Self Esteem Exhibit
 - 6.3 Explain How Expectations of Yourself & Others Affect Self Esteem
7. Identify Ways to Help Build Self Esteem
8. Point Out How Motivational Theories Can Be Used in Career Development
 - 8.1 Define Motivation

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- 8.2 Describe Maslow's Hierarchy of Needs
 - 8.3 Describe Herzberg's Motivation - Maintenance Model
 - 8.4 Explain McGregor's Theory X & Theory Y
 - 8.5 Explain Ouchi's Theory Z
9. Discuss the Importance of Good Interpersonal Skills in Business Relationships
- 9.1 Define an Interpersonal Relationship
 - 9.2 Describe How an Understanding of The Johari Window Can Contribute to Your Improved Interpersonal Relationships
10. Explain How Perceptions Influence People in Business
- 10.1 Explain the Primacy Effect
 - 10.2 List Several Contributors to the Image You Project When Meeting Others
 - 10.3 Distinguish between Assumption & Facts
11. Explain Why Group Dynamics and Intergroup Relationships are Important
- 11.1 List Advantages of Team Building
 - 11.2 Explain the Team Building Guidelines for the Supervisor
 - 11.3 Describe the Employees Role in Team Building
12. Identify Techniques of Goal Setting as They Relate to Career Development
- 12.1 Describe Steps in Goal Setting
 - 12.2 Describe Management by Objectives
13. Summarize Several Techniques Through Which Conflict Can Be Managed or Resolved
- 13.1 List Causes of Conflict Within The Work Setting
 - 13.2 Discuss the Steps in a Conflict Resolution Outline
14. Describe Several Key Dimensions of Leader Behavior
15. Discuss Several Personal and Organizational Techniques for Managing Stress
- 15.1 Define Stress
 - 15.2 Identify Warning Signs of Too Much Stress
16. Assess Your Strengths and Areas Needing Improvements in Human Relations

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COMPETENCIES REVIEWED AND APPROVED BY:

DATE: _____

FACULTY:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Preparation
date: 11/98

by: Karen Heuer

Campus: A B C U N W OC

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Revision(s): _____