

Course Code & No. - Section: MGMT 464 - Section 1
Course Title (Credits): Human Relations (3)
Term & Year: Fall/ 2014
Course Ref. No. (CRN): 80138

Instructor: Shannon Huddy, M.B.A.
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Office: TCES, upstairs cubicles
Office Hours: M 10-11:15 a.m., and by appointment

Class Meeting Time: TTh 2:30-3:45 p.m.
Location: PA 207

Prerequisites: MGMT 260 Principles of Management or consent of an instructor

Course Description

This course is concerned with the factors that help and hinder effective relationships as applied to life and work. Students learn the principles and concepts of human relations and will gain intra-personal competencies and interpersonal analytic skills with opportunities to apply this knowledge to individual and organizational goals. Students will also gain knowledge of diversity in personality, attitude and motivation, and how they affect social behaviors. This course includes opportunities to study group dynamics and organization climate, and develop presentation, leadership and team skills all essential to productive work in the field of business.

SNC Mission Statement

Sierra Nevada College graduates will be educated to be scholars of and contributors to a sustainable world. Sierra Nevada College combines the **liberal arts** and **professional preparedness** through an interdisciplinary curriculum that emphasizes **entrepreneurial thinking** and environmental, social, economic and educational **sustainability**.

Student Outcomes

Upon successful completion of this course, a student will be able to:

1. Properly articulate, define, and develop a clear understanding of Human Relations/Organizational Behavior concepts.
2. Build upon the knowledge learned in class to become an effective member of an organization.
3. Understand how the values and mission statement of a company should be at the heart of human capital management practices.
4. Choose effective, reliable, valid and cost-efficient selection procedures to measure different characteristics of employees.
5. Evaluate employee performance using existing performance assessment tools.
6. Use a compensation system to make decisions to reward and motivate employees.
7. Explain the role and goals of training and development in organizations in achieving strategic goal, in context of other HR activities.
8. Respond to employee behavior problems effectively, fairly and legally.

Required Texts and Materials

Carnegie, D. (1982). *How to Win Friends and Influence People*. New York: Simon and Schuster.

Lencioni, P. (2012). *The Advantage*. San Francisco: Jossey-Bass.

To be Provided in Class:

Cascio, W. F. (2006). The Economic Impact of Employee Behaviors on Organizational Performance. *California Management Review*, 48(4), 41-59. Retrieved from EBSCO host.

Employee Training and Development. (2011). Retrieved from
<http://www.zeromillion.com/business/personnel/employee-training.html>

Jaffe, D. and Scott, C. (1998). How to Link Personal Values with Team Values. *Training and Development*, 24-30. Retrieved from EBSCO host.

Klinvex, K., O'Connell, M., and Klinvex, C. (1999) *Hiring Great People*. New York: McGraw-Hill.

Kummerow, J. and Maguire, M. (2010). Using the Myers-Briggs Type Indicator Framework with an Adlerian Perspective to Increase Collaborative Problem Solving in an Organization. *The Journal of Individual Psychology*. 66(2), 188-200. Retrieved from EBSCO host.

Marquez, J. (2007). GE'S People Power. (cover story). *Workforce Management*, 86(13), 1. Retrieved from EBSCO host.

Smith, D. (2009). Engagement Matters. *T+D*, 63(10), 14. Retrieved from EBSCO host.

Walton, S. (2010). Surviving and Succeeding in the Face of Workplace Opposition. *The Strategist*, 27-29.

Prim Library Resources

Using the library's resources effectively (not just Internet resources) contributes to developing each of SNC's core themes by exposing students to high quality academic resources, diverse opinions, new ideas, and a future that includes building on a liberal arts education. In this course, you will be expected to utilize the library's resources (either on-site or remotely) as you complete your assignments.

Prim Library Resources:

1. Materials on reserve (ask for these at the circulation desk; for use inside Prim Library)
2. Reference materials (for use inside Prim Library)
3. Books (can be checked out)
4. Electronic databases (for peer-reviewed research articles, reviews, newspaper and magazine articles) Electronic databases, such as EBSCO: Academic Search Premier.
5. Hardcopy periodicals
6. Lib Guides: <http://Libguides.sierranevada.edu> These web pages contain instructions about how to use resources available at Prim Library, how to evaluate the appropriateness of information from the Internet for a research paper, how to cite sources, and other topics related to finding and using information.

Sanctions for Cheating and/or Plagiarism

The Honor Code

The faculty of SNC believes students must be held to high standards of integrity in all aspects of college life in order to promote the educational mission of the College and to encourage respect for the rights of others. Each student brings to the SNC community unique skills, talents, values and experiences which, when expressed within the community, contribute to the quality of the educational environment and the growth and development of the individual. Students share with members of the faculty, administration and staff the responsibility for creating and maintaining an environment conducive to learning and personal development, where actions are guided by mutual respect, integrity, responsibility and trust. The faculty and students alike must make diligent efforts to ensure high standards are upheld by their colleagues and peers as well as themselves. Therefore faculty and students accept responsibility for maintaining these standards at Sierra Nevada College and are obligated to comply with its regulations and procedures, which they are expected to read and understand.

Consequences of Violating the Student Honor Code

SNC students and faculty share the responsibility for maintaining an environment of academic honesty. Thus, all are responsible for knowing and abiding by the SNC Faculty/Student Honor Code published in the current SNC Catalog. Faculty are responsible for presenting the Honor Code and the consequences of violating it to students at the start of their classes AND for reporting all incidences of academic dishonesty to the Provost. Students are responsible for knowing what constitutes CHEATING, PLAGIARISM and FABRICATION and for refraining from these and other forms of academic dishonesty. Violations of the Honor Code become part of a student's academic record.

1st Offense: Student receives a zero for assignment/exam and counseling with faculty on the honor code, consequences for violating the honor code, and the value of academic honesty in learning.

2nd Offense: Student fails course and receives counseling with faculty on the honor code, consequences for violating the honor code, and the value of academic honesty in learning.

3rd Offense: Student is expelled.

Methods of Assessing Student Outcomes

Student outcomes will be assessed using the following:

Class Participation	10%
Quizzes and assignments	22%
Research paper and presentation	14%
Human Resources Assignments	24% (6 assignments)
Midterm Quiz	15%
Final	15%

Grading Scale:

A+ (97-100) = 4.0
A (93-96) = 4.0
A- (90-92) = 3.7
B+ (87-89) = 3.3
B (83-86) = 3.0
B- (80-82) = 2.7
C+ (77-79) = 2.3
C (73-76) = 2.0
C- (70-72) = 1.7
D+ (67-69) = 1.3
D (65-66) = 1.0
E/F (below 65) = 0.0

ADA Accommodations

In accordance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973, students with a documented disability are eligible for support services and accommodations. If a student wishes to request an accommodation, please contact the Director of Academic Support Services, Henry Conover, at (775) 831-1314 x7534, hconover@sierranevada.edu or go to the OASIS offices on the third floor of Prim Library within the first week of the semester.

The SNC Email System

The SNC email system is the official communication vehicle among students, faculty members and administrative staff and is designed to protect the confidentiality of student information as required by the Family Educational Rights and Privacy Act of 1974 Act (FERPA). Students should check their college email accounts daily during the school year.

Students have a right to forward their SNC e-mail to another e-mail account (for example, @hotmail or @gmail). However, confidentiality of student information protected by FERPA cannot be guaranteed for SNC e-mail forwarded to an outside vendor. Having email redirected does not absolve a student from the responsibilities associated with official communication sent to his or her SNC email account.

Attendance

Class participation is critical to your successful learning experience in this course. Therefore, attendance, participation, and positive attitude in class will contribute significantly to your grade. Students who have more than four unexcused absences will drop a full letter grade from their "total grade" as well as for each absence thereafter. If you come to class more than five minutes late, then you will be counted as tardy. Two tardies will equal one absence. Absence from class, whether excused or not, does NOT excuse any student from completing assignments due during the missed class period. **If a student is absent, work due on that day is still due. It may be e-mailed, brought in by a classmate, or sent by whatever means students find convenient. Please be on time.** Assignments turned in late will be penalized one full grade for **each day** they are late.

Class Schedule

Date	Class Time	Homework which is DUE on this date
T 8/19	Part One: Human Relations vs. Human Resources Orientation and Class Overview	
Th 8/21	Importance of Human Relations, Human Relations Project Overview; Perception	Due: <i>How to Win Friends and Influence People</i> "How the Book was Written and Why" and "Nine Suggestions" and pp. 3-32
T 8/26	Myers Briggs Index	Due: Take the Myer's Briggs Test , http://similarminds.com/jung.html and turn in results and read " <i>Using the Myers-Briggs Type Indicator Framework</i> " article and write down 3 things you thought were interesting about the article
Th 8/28	Attitude and Positioning	Due: <i>How to Win Friends and Influence People</i> pp. 33-51
T 9/2	Relating to Other People; Human Relations Project Selection	Due: <i>How to Win Friends and Influence People</i> pp. 55-88
Th 9/4	Relating to Other People Part II and Customer Service	Due: <i>How to Win Friends and Influence People</i> pp. 88-117
T 9/9	Group Dynamics and Types of Leadership	Due: <i>How to Win Friends and Influence People</i> pp. 217-244
Th 9/11	Leadership Part II	Due: <i>How to Win Friends and Influence People</i> pp. 245-269
T 9/16	Presentations	Due: Research Paper
Th 9/18	Presentations ***	
T 9/23	Jeopardy	Due: bring resume to class
Th 9/25	Mid-term quiz	
T 9/30	Review Midterm and work on resumes	
Th 10/2	Interview Workshop	
T 10/7	Introduction to Human Resource Management Group Projects Building Trust and a Leadership Team	Due: <i>The Advantage</i> pp.1-16; 19-47; attend Career Fair October 9 10 a.m. to 2 p.m.
Th 10/9	Part Two: Managing Human Resources Personal and Organizational Values;	Due: <i>The Advantage</i> pp. 65-70; 82-104 and <i>How to Link Personal Values with Team Values</i>

	Group Projects Introduction	
T 10/14		Due: Values Statement
Th 10/16	Staffing/Hiring	Due: <i>The Advantage</i> pp. 105-118 and 153-161; <i>Hiring Great People</i> Ch.1 (pp. 1-14) Group Values Statement
T 10/21		Due: Bring a Job Description of Your Choice to Class and Job Description and Applicant Selection Process
Th 10/23	Performance Appraisal	Due: <i>GE'S People Power</i> . Group Job Description and Selection Process
T 10/28		Due: Performance Appraisal
Th 10/30	Retaining Talent/ Compensation	Due: <i>The Advantage</i> pp. 164-169 <i>Hiring Great People</i> pp. 37-40; <i>Economic Impact of Employee Behaviors on Organizational Performance</i> Group Performance Appraisal
T 11/4		Due: Retention/Compensation Plan
Th 11/6	Training and Development	Due: <i>The Advantage</i> pp. 161-162 http://www.zeromillion.com/business/personnel/employee-training.html Group Retention/ Compensation Plan
T 11/11	Veteran's Day	
Th 11/13	Holiday	
T 11/18		Due: Training and Development Plan
Th 11/20	Employee Relations and Conflict Management / Work on Final Projects and Reflection	Due: <i>The Advantage</i> pp.162-163; pp.169-171 and <i>Surviving and Succeeding in the Face of Workplace Opposition</i> Group Training and Development Plan
T 11/25	Thanksgiving	
Th 11/27	Thanksgiving	
T 12/2		Due: Employee Behavior Problem
Th 12/4	Engagement Final Portfolio and Reflection/Class survey	Due: <i>Engagement Matters</i> and Final Project Due (all group assignments)
12/8	Reading Day	
12/10	Final 11:30-2:30	Wednesday, December 10

****Syllabus subject to change****