

Angelina College
Business Division
HRPO 1311.I01 Human Relations
Instructional Syllabus

I. Basic Course Information

A. Course Description:

This course provides practical application of the principles and concepts of the behavioral sciences to interpersonal relationships in business and industrial environments. Both individuals and organizations succeed primarily through relationships. The study of human relations looks at the factors influencing human behavior in relationships and at work. These factors include communication, self-awareness, trust, self-disclosure, ethical decision-making, conflict resolution, organizational culture, and teamwork. 3 hours credit.

B. Intended Audience:

This course is beneficial for all students, in all majors or concentrations, who wish to gain understanding of how effective human relationships can strengthen their own personal employment successes and career advancements, or increase team productivity and overall organizational effectiveness. Available to all students, this course is also required of Associate of Applied Science majors in Accounting, Computer Information Systems, General Business, Management Development and certain Office Administration degrees.

C. Instructor:

Name: P. Pohly
E-mail Address: ppohly@angelina.edu

Preferred method of contact: As this is an Internet-based course, the best way to communicate with the instructor is through Blackboard. Messages are answered very quickly during weekends, since this is when assignments are posted, at the beginning of each week's assignments; however, during weekdays, messages are normally answered within 24 to 48 hours.

II. Intended Student Outcomes:

A. Core Objectives Required for this Course

1. Critical Thinking: to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
2. Personal Responsibility: to include the ability to connect choices, actions and consequences to ethical decision-making
3. Social Responsibility: to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities

B. Course Learning Outcomes for all sections

1. Evaluate human relations including diversity, attitudes, self-esteem, and interpersonal skills to promote personal and career success.
2. Identify and evaluate the causes and effects of stress in the workplace.
3. Develop group and individual group communication, listening, and decision-making skills.
4. Analyze how theories of motivation and human behavior impact strategies of change management.

III. Assessment and Measures of Student Outcomes:

A. Assessments for the Core Objectives

1. Critical Thinking – Students will be asked to analyze a Critical Thinking Challenge to determine their place on the dominance and sociability scales. The student’s performance of this specific learning activity, will be assessed through utilization of imbedded test questions.
2. Personal Responsibility – Students will be asked to analyze a case to determine the ethical issues that are involved, and make a recommendation for action. The student’s performance of this specific learning activity, will be assessed through utilization of imbedded test questions.
3. Social Responsibility - Students will analyze a case study involving intercultural issues in the marketplace, and the student’s performance of this specific learning activity will be assessed through the utilization of imbedded test questions.

B. Assessments for Course Objectives

1. Students will complete a series of quizzes and exams, in which they demonstrate knowledge and understanding of the key human relations concepts and principles.
2. Students will complete a case analysis in which they identify communication and behavior styles of individuals in a hypothetical work scenario. They identify advantages and disadvantages of each style and recommend approaches.
3. Students will complete a case project in which they analyze authentic ethical dilemmas caused by conflicting internal and external values. They define methods to prioritize values. They recommend solutions after examining the relationship between core values and ethical behavior.
4. Students will complete a case project in which they identify causes and solutions in personal and workplace conflicts; they resolve hypothetic conflicts by defining methods and steps.

IV. Instructional Procedures:

Methodologies that may be utilized in presenting course content include prepared presentations, reading material, lecture notes, group discussions, audio-visual presentations, online discussions (synchronous or asynchronous), and student presentations.

V. Course Requirements and Policies:

A. Required Textbooks, Materials, and Equipment –

1. **Textbook:** Reece, Barry L. / Reece, Monique. Effective Human Relations: Interpersonal and Organizational Applications, 13th Edition. Cengage. 2017. ISBN: 9781305576162.
2. **Computer and Internet Access:** This course is an online course; students must have regular access to desktop computers or laptops. This course cannot be managed with a cell phone. Students must also have reliable and regular access to the Internet in order to receive assignments and instruction, to upload completed assignments, and to communicate with the instructor.
3. **Word Processing Software:** Students will prepare documents in word processing software for some of the assignments (such as Microsoft Word). Documents will need to be uploaded to Blackboard.

B. Assignments –

(Please see attached “HRPO 1311, Course Schedule, At-a-Glance”)

C. Course Policies –

This course conforms to the policies of Angelina College as stated in the Angelina College Handbook and:

Educational Accommodations – If you have a disability (as cited in Section 504 of the Rehabilitation Act of 1973 or Title II of the Americans with Disabilities Act of 1990) that may affect your participation in this class, you should see Maria Lopez or Steve Hudman in room 200 of the Student Center. At a postsecondary institution, you must self-identify as a person with a disability; Ms. Lopez and Mr. Hudman will assist you with the necessary information to do so. To report any complaints of discrimination related to disability, you should contact Mr. Steve Hudman, Dean of Student Affairs, in Room 101 of the Student Center. You may also contact Dean Hudman by phone at (936) 633-5292 or by email shudman@angelina.edu.

Discrimination – Angelina College admits students without regard for race, color, creed, sex, national origin, age, religion, or disability. Inquiries concerning sex equality, disability, or age should be directed to Mr. Steve Hudman, Dean of Student Affairs, in Room 101 of the Student Center. You may also contact Dean Hudman by phone at (936) 633-5292 or by email shudman@angelina.edu.

Veterans - You must comply with your specific attendance requirements in addition to the attendance requirements specified in this syllabus.

Absences – Absences should be avoided since absences are rarely excused. Excused absences, determined by the instructor, might involve verifiable illness, death in the family, or official AC activity. The form for notification of instructor of absence is in the Office of Admissions and will need to be completed not later than the 15th calendar day after the first day of the semester. In accordance with the Texas Education Code each student is allowed to be absent from a class for the observance of a religious holy day. For further information regarding attendance please refer to the Student Handbook.

Attendance – You are expected to attend class regularly. For an on-line class, attendance is “taken” by the student logging in and participating in homework assignments, quizzes, discussions, and exams. Students have the responsibility of attending all classes and a record of attendance will be kept by the instructor.

Three or more consecutive absences or four or more cumulative absences have been defined by AC as excessive and the student can be dropped by the instructor for excessive absences. Failure to complete three consecutive assignments (as determined by due dates) or four cumulative scheduled assignments (not consecutive) may be considered a withdrawal from the class and a drop slip may be generated in the Records Office. If the student wishes to be readmitted, the approval must come from the Dean of Instruction.

If a student is unable to complete this course, or any course, it is the student’s responsibility to withdraw by the stated date in the college bulletin. A “W” is better for a student’s overall GPA than an “F.” If a student decides not to complete this course, the student must initiate the proper drop form from the registration office. Otherwise, the student may receive an F.

Additional Policies Established by the Instructor –

1. **Failure to appropriately withdraw/drop to complete a course**
Except as stated above, failure to drop or withdraw may result in a final grade of “F”.
2. **Incomplete grades (I) are not given unless approved by the instructor.**
They are subject to approval by the Dean of Instruction.

3. **Students should log into Blackboard several times a week.**

Blackboard is the only way that students receive announcements, assignments, tests, instructor messages, notices of changes, or extra points. Blackboard is the only platform for submitting student work.

4. **Any make-up work is at the sole discretion of the instructor.**

Students are expected to complete all assignments on time. Missing deadlines normally results in zeroes for grades. Make-up work is rarely offered and is normally not authorized. When such rare make-up work is allowed, it is the responsibility of the student to arrange for it with the instructor and to complete it within a reasonable time.

5. **Using a calculator, you can estimate your own ongoing grade for this course.**

To determine your ongoing grade during the semester, simply divide the total number of possible attempted points by the total number of points achieved, to date. For example, if 220 points had been attempted and your total graded points to date are 180, then, $180/220 = 82\% = B$. Both your attempted possible points and your graded points are readily available on Blackboard. Please do not contact the instructor to ask about your average course grade because you can easily calculate your estimated grade yourself. Simple division and a calculator are all that you need.

6. **You should devote 8 to 10 hours every week to this course.**

Without a physical classroom and an in-person professor to provide face-to-face reminders, some online students may at first tend to procrastinate or put off their work. This can lead quickly to failure. This is because online courses require as much of your time as traditional courses, and perhaps more. You 'go to class' each week by logging into Blackboard, reviewing lessons, reading your textbooks, and completing assignments. Some weeks, you may have to invest even more time to read more deeply or to grasp or understand difficult concepts or new ideas. You will need to keep track of upcoming assignments. As an online student, you assume greater responsibility for managing your own time and learning.

Despite these challenges, many students prefer online classes. They like being able to fit their college work around their already demanding lives. They like the control it gives them. The key to success in online classes is that they figure out how to set aside time for their studies in their daily schedules. They become effective time planners. They discover the importance of creating personal schedules and setting aside time for reading, study, and assignment completion. While every student is different and each person's life has different demands, every successful student has to figure out a plan that works.

So, how can you plan? Keep in mind, this course will require an average of 8 to 10 hours a week -- and some weeks demand more than others. Some assignments may seem more intense than others. To start, review your assignment schedule (included with this syllabus) and figure out which weeks might seem the most demanding for you. Then, look ahead and think about your upcoming work or family activities. For example, if you have a lot going on in your personal life during a week that both a paper and a test are due, it might be very wise for you to complete some of that week's readings or study in advance. Planning ahead will help you to avoid unnecessary 'train wrecks.' It prevents you from missing your due dates.

	DAILY Study Time	WEEKLY Study Time	MONTHLY Study Time	SEMESTER Total
3-hour College Course	70 to 85 minutes, average per day	8 to 10 hours, every week	32 to 40 hours, every month	128 to 160 total hours for the semester

VI. Course Outline & Important Dates:

(Please see attached “HRPO 1311, Course Schedule, At-a-Glance”)

VII. Evaluation and Grading:

A. Grading Criteria

Papers (3 at 30 points each)	90 possible points
Quizzes (16 at 10 points each)	160 possible points
Tests (5 at 50 points each)	<u>250 possible points</u>
Total available points	500 possible points (+ earned bonus points)

1. **Papers:** You will write and submit three (3) brief papers during the semester. These are normally two to four pages long. Formats are easy to follow and clear instructions are posted on Blackboard. In order to be graded, papers must be submitted online through the Blackboard system, and not by email.

Your paper grades will be based primarily on content (24 of 30 points). Papers will be evaluated for: 1) Comprehension - understanding of the questions, problems, or situations presented, 2) Completeness - inclusion of all of the components requested, 3) Originality - your offering of effective solutions or ideas in your own words, and, 4) Relevance - how well you tied the key concepts from the textbook into the case analyses. Good grammar and spelling are somewhat important (6 of 30 points). Keep sentences simple. Grades will not be affected by formatting – so, please use plain and professional formatting. To get it right, you should read the instructions very carefully to ensure that your completed papers include the right content. Before uploading, proof your paper to make sure your it represents your very best work.

You can turn papers in early. Late papers are not accepted. If you do not upload a completed paper in Blackboard by the due date, you will receive a grade of 0 for that paper. (3 papers, 30 points each)

2. **Quizzes:** You will take sixteen (16) quizzes based on the sixteen chapters of the textbook. These are available on Blackboard. Some weeks, you may have 2 or 3 quizzes due at a time. Quizzes are timed. Once you begin any quiz, it must be completed in a single session. It cannot be resumed or restarted if you log out or run out of time. So, avoid breaks. Avoid allowing your computer go to sleep. Do not lose your connection or close your browser. Always use a reliable internet connection and an up-to-date version of Firefox or Chrome; never a cell phone. Plan to finish quizzes once you start them. Set aside enough uninterrupted time, every week, for taking quizzes. Good planning prevents problems.

To prepare, read and study the assigned chapters. Give yourself enough time for understanding the vocabulary and the new ideas introduced. Some concepts may be difficult to make sense of and may require some extra thought. Go slow. Go over each chapter at least two times. Most students highlight or underline key points in their books, write comments in margins, or use post-it notes. Others take notes or make hand-written outlines on paper. With careful studying, you will have a better understanding of the quiz questions and be able to easily choose the right answers. Good preparation leads to quiz success.

Remember, you must plan to take quizzes before their due dates. Each must be completed in a single session. If you log out, close your browser, or lose connection, your quiz may be unfinished, and cannot be restarted. Incomplete quizzes may be graded. If you miss a quiz due date, you will receive a 0 grade for the quiz. You can take a quiz early, but you cannot retake one. (16 quizzes, 10 points each)

- 3. Tests:** You will take five (5) major tests in this course. Unlike quizzes, tests are longer and take more time. So, set aside at least two hours for each test session. Just like quizzes, you cannot start again if close your browser, lose connection, or log out. So, always use a reliable internet connection and an up-to-date version of Firefox or Chrome; never a cell phone. Since you may use notes, files, and text, you should organize and review your study materials before the test date. Revisit the relevant chapters in your text, the PowerPoints on Blackboard, and your own outlines and notes. Refresh your memory. Pay special attention to the concepts or ideas that you may need to grasp more deeply. Tests make up 50% of your overall course grade. Students who study for tests make the best grades.

Remember, tests must be completed in a single session and cannot be restarted. Finish each test once you begin it; unfinished tests may be graded. You cannot take a test after the due date and cannot take a retest. Tests are timed and can be taken only once. Missed tests are graded as 0. (5 tests, 50 points each)

- 4. Bonus Points:** When offered, "Bonus Point Assignments" can be a great way to boost your course grade and increase your depth of learning. Everybody loves bonus points. You should log into Blackboard on a regular basis to look for possible surprise postings of bonus point assignments. Whenever one of these discretionary assignments appear, just perform and submit the brief enrichment exercise or activity. Pay attention to due dates, though. Other kinds of discretionary bonus points may be awarded for: 1) submitting the course orientation quiz by the deadline date during the 1st week of classes, and, 2) turning in all assignments, quizzes, and tests on time without late or missed work. Bonus points are discretionary. Student participation is voluntary; bonus points are not required to pass or complete this course.
- 5. Extra Credit:** Whenever students miss deadlines, or make low scores on their quizzes, assignments, or tests, they should not become discouraged. They should not give up! However, they must make some immediate personal changes. Students can raise their grades by upgrading their own habits. What exactly can students do? First, they can learn from past mistakes. They should evaluate how they approached the previous tests or assignments. What can they do differently next time? Perhaps they should spend more time studying complex concepts, or pay closer attention to the directions. They might need to quickly find and use a more reliable computer or internet connection. They might schedule more time for readings, note-taking, or assignments. Perhaps they should outline the chapters rather than just highlighting the key points. They can set aside quiet blocks of time to take their quizzes and tests every week. Determined students can improve by making the right personal choices. However, 'extra credit work' will not be offered specifically for students who are falling behind or having difficulty completing their work on time.

B. Determination of Grade

A	=	90% - 100%	=	450 – > 500 points
B	=	80% - 89%	=	400 – 449 points
C	=	70% - 79%	=	350 – 399 points
D	=	60% - 69%	=	300 – 349 points
F	=	0% - 59%	=	< 300 points

C. To Drop or Withdraw

January 11th is the last day to drop or withdraw with a 100% refund. February 4th is the last day to drop or withdraw with a 70% refund. February 11th is the last day to drop or withdraw with a 25% refund. Those who drop between February 5th and April 1st will receive a W. This course cannot be dropped after April 1st.

The instructor may modify the provisions of the syllabus to meet individual class needs by informing the class in advance as to the changes being made.

HRPO 1311, Course Schedule, Spring 2019, At-a-Glance

Required Assignments	Points	Begin working by	Last Due Date
Orientation Quiz (please check your email messages for instructions during the first week of classes)	bonus points!	January 15	January 18
<i>Read & Study Ch. 1 – Introduction to Human Relations</i>		January 15	
<i>Read & Study Ch. 2 – Improving Communication</i>		January 15	
Complete Quizzes 1 and 2 (Blackboard to be available by this date)	20	January 19	January 25
<i>Review & Study Chapters 1 and 2</i>		January 26	
Complete Test 1	50	January 26	February 1
<i>Read & Study Ch. 3 – Understanding Your Communication Style</i>		February 2	
<i>Read & Study Ch. 4 – Building High Esteem</i>		February 2	
<i>Read & Study Ch. 5 – Personal Values Influence Ethical Choices</i>		February 2	
Complete Quizzes 3, 4, and 5	30	February 2	February 8
<i>Review & Study Chapters 3, 4, and 5</i>		February 9	
Write ‘Style Flexing’ (CT) Paper	30	February 9	February 15
Complete Test 2	50	February 9	February 15
Write ‘Ethical Choices’ (PR) Paper	30	February 16	February 22
<i>Read & Study Ch. 6 – Attitudes Can Shape Your Life</i>		February 23	
<i>Read & Study Ch. 7 – Motivating Yourself and Others</i>		February 23	
Complete Quizzes 6 and 7	20	February 23	March 1
<i>Read & Study Ch. 8 – Constructive Self-Disclosure</i>		March 2	
<i>Review & Study Chapters 6, 7, and 8</i>		March 2	
Complete Quiz 8	10	March 2	March 8
Complete Test 3	50	March 2	March 8
<i>Read & Study Ch. 9 – Achieving Emotional Balance</i>		March 9	
<i>Read & Study Ch. 10 – Building Stronger Relationships</i>		March 9	
Complete Quizzes 9 and 10	20	March 9	March 22
<i>Read & Study Ch. 11 – Developing a Professional Presence</i>		March 23	
<i>Read & Study Ch. 12 – Team Building: A Leadership Strategy</i>		March 23	
Complete Quizzes 11 and 12	20	March 23	March 29
<i>Review and Study Chapters 9, 10, 11, and 12</i>		March 30	
Complete Test 4	50	March 30	April 5
<i>Read & Study Ch. 13 – Resolving Conflict</i>		April 6	
<i>Read & Study Ch. 14 – Responding to Stress</i>		April 6	
Write ‘Conflict Resolution’ (SR) Paper	30	April 6	April 12
Complete Quizzes 13 and 14	20	April 13	April 19
<i>Read & Study Ch. 15 – Valuing Diversity and Inclusion</i>		April 20	
<i>Read & Study Ch. 16 – Changing Roles of Men and Women</i>		April 20	
Complete Quizzes 15 and 16	20	April 20	April 26
<i>Review and Study Chapters 13, 14, 15, and 16</i>		April 27	
Complete Test 5	50	April 27	May 3

Due Dates: Students, please keep up with your due dates! This is a rigorous schedule with assignments due every week. All assignments, quizzes, and tests must be completed and submitted by 12:00 am, midnight, on each of the Friday deadline dates. Work not turned in or completed by deadline dates cannot be graded and may be recorded as zeroes. Assignments are posted on Blackboard a week, or more, before the due dates and students are welcome to submit their work in advance of these due dates. Students who wait until the Fridays that assignments are due are putting themselves at risk for not completing their work on time. Successful students plan ahead, keep track and complete their work in advance!

Schedule Changes: This schedule provided with this syllabus is subject to change. However, you may use this listing to assist you in planning ahead for your future assignments. All assignments are clearly listed within the course in Blackboard. Please refer to the course in Blackboard for the most up-to-date information and detailed instructions.