COURSE INFORMATION

COURSE TITLE:
MAN128 Human Relations in Organizations

COURSE DESCRIPTION:
Explores the importance of effective communication in our personal lives as well as in the world of business. Practical business applications such as employee motivation, handling customer complaints, and effectively resolving conflict in the workplace will be a major part of the curriculum.

CREDIT HOURS:
3

CCCOnline Course Policies
The CCCOnline Course Policies page contains information about the student's role in the classroom, grading policies, and rights and responsibilities.
COURSE MATERIALS

All course reading material is available online and linked within the course site. You do not need to purchase any additional materials.

MINIMUM COMPUTER REQUIREMENTS

To complete this course, you will need regular access to a computer from which you can get to the Internet and use email. In order to ensure that your course functions properly, you must run the System Check. This is a CRITICAL STEP, and taking the time to do it now will eliminate a tremendous amount of frustration for you later. To run the System Check, click Tools in the course NavBar and then click System Check.

READING SOURCES

Main eText


Other Sources

All required readings are available online and are linked within each Module.

OTHER MATERIALS

One of your assignments requires you to use PowerPoint to create a slide presentation for submission. Students have access to Office365 through CCCOnline. Go to My Home in D2L for more information.

If you wish to create a presentation using PowerPoint, consider viewing some of tutorials provided by Microsoft on using PowerPoint.
COURSE COMPETENCIES AND OUTCOMES

STUDENT COMPETENCIES:

The competencies you will demonstrate in this course are as follows:

A. Explain the impact of human perception of relationships.
B. Define motivation.
C. Explain how managers can affect motivation.
D. Discuss how empowerment relates to goals and motivation.
E. Define the purpose of an organization.
F. Explain the role of employee development in organizations.
G. Discuss the benefits of mentoring within an organization.
H. Define leadership.
I. Define management.
J. Explain the different leadership styles.
K. Discuss how to motivate employees.
L. Explain essentials in communication.
M. Develop an understanding of the issues involved in group dynamics.
N. Demonstrate the ability to deal with change, conflict, and creativity in the workplace.

The module outcomes that will permit you to demonstrate course competencies are:

MODULE 1

Outcomes                        Competencies
1 Define the various types of motivation.    B, D
2 Recognize motivational theories.          B
3 Discuss how empowerment and relationships are important parts of human motivation.    A, D, K
4 Discuss how human relationships in an organization are crucial to an organization's success.    C, D, K
MODULE 2
Outcomes Competencies
1 Define the purpose of an organization. E
2 Explain the role of employee development in organizations. F
3 Discuss the benefits of coaching and mentoring in an organization. G
4 Demonstrate the ability to deal with change in organizations. N

MODULE 3
Outcomes Competencies
1 Identify the core characteristics of a leader. H, J
2 Discuss the relationship between effective leaders and participative management. H, I, J
3 Summarize the impact of different leadership styles. H, J
4 Discuss how leadership impacts productivity and employee engagement. H, J
5 Reflect on the impact of ethics in leadership as part of everyday business practices. H, I, J
6 Compare and contrast the roles of managers and leaders in employee success within the organization. H, I, J

MODULE 4
Outcomes Competencies
1 Explain organizational politics. E, I, M, N
2 Develop an understanding of business ethics. E, M, N
3 Identify the different types of power within an organization. E, H, I, M
4 Reflect on politics and ethics in organizations. E, M, N

MODULE 5
Outcomes Competencies
1 Explain essentials in business communication. L
2 Develop an understanding of the issues involved in group dynamics. M
3 Discuss Conflict Management. L, M, N
4 Demonstrate the ability to deal with conflict and creativity in the workplace N
**GRADING AND EVALUATION**

**METHODS**

Evaluation includes a combination of discussion participation, assignments, and other evaluations. Rubrics will be provided for assignments and discussions.

**GRADING POLICIES**

Mark all Module due dates on your calendar for this class. You may submit assignments AHEAD of schedule. Late assignments will not be accepted without prior approval.

**APA FORMATTING**

APA Citation Format is required for written assignments. Course requirements in written assignments require sufficient data for a formal report. According to the CTE Division policy, APA citation format (i.e., integrating in-text citations and end references) will be required to substantiate your research findings for all discussion postings and for all written assignments. Integrating research and information from experts in the field to either support or to refute your ideas and perspectives is an integral part of scholarly writing. APA is the required formatting method in all of the Business, Management, or Marketing classes within the Career and Technical Education (CTE) Division at CCCOnline.

Please see the [APA Toolkit](#) in the Research section of the Syllabus of this course.

**SUMMARY OF GRADING**

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Points</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discussions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Introduction (20 points)</td>
<td>400</td>
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</tr>
<tr>
<td>• Module 1 (2 @ 30 points each)</td>
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<td></td>
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<tr>
<td>• Modules 2 to 5 (8 @ 40 points each)</td>
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<tr>
<td>Assignments (4 @ 50 points each)</td>
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<tr>
<td>Assignments (4 @ 75 points each)</td>
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<td>Module 5 Assignment (1 @ 100 points)</td>
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<td>10%</td>
</tr>
<tr>
<td>TOTAL</td>
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</table>

**Grading Scale**

- A = 90 to 100%
- B = 80 to 89%
- C = 70 to 79%
- D = 60 to 69%
- F = 59% and below
DISCUSSIONS

Participation in Discussions is Critical: Participation in Discussions is a very important part of this class experience and cannot be made up after each week's discussion ends. Discussions revolve around Module readings and explorations and the entire class community benefits from each class member's contributions and questions.

Discussion threads are an important aspect of learning. You are expected to write a minimum of three substantial (approximately 5-7 sentences) posts by the set dates on the schedule to earn full credit. You will have an initial response to the question and then respond to and build on your peers’ responses to encourage discussion.

Requirements

- Your posts should address discussion questions using relevant experiences, key terms from the Module and incorporate ideas posted from me and from your peers.
- Three posts are necessary for each discussion on different days.
- At least 1 post should be your direct response to the question to specifically address the topic of the discussion forum.
- Participation will be interactive, involving responses to other students in addition to the main post.
- Review the specific discussion questions for more details. On the rare occasion that an attachment is made, please use RTF or PDF files, ONLY.

Assignments

There are 2 assignments due in each Module One through Four and 1 assignment (larger) due in Module Five.

- Look ahead to gain an understanding of what is expected before diving into the work.
- Plan ahead and ask questions so that you are able to be successful in the assignments.
- Details of each assignment are provided in the Assignment section of each Module.

Keep a Copy of All Submissions: Murphy's Law of the Computer seems to be -- what can go wrong, will. In fact, I'd advise making a backup copy of everything on a second disk that you keep somewhere in a safe place. I'd also advise keeping a copy of everything I send you. Again, for attachments, please use .DOC, .DOCX, .RTF or .PDF files, ONLY. All assignments/papers are to be written in APA format including a cover page, properly cited sources and a reference page.
COURSE SCHEDULE

This page summarizes all of the graded assignments, exams, and reading assignments for the course. If you want, you can print it out and post it somewhere handy. All assignments are described in detail on the Module assignment pages. If you have questions check there and/or send me an e-mail.

This course is not self-paced and is not open-exit. All assignments, papers, quizzes, discussions, etc., are to be completed by no later than 11:59 pm MST/MDT of the due date.

NOTE: Important CCCOnline semester dates (e.g., drop/withdraw/term end) appear on the CCCOnline calendar.

MODULE 1

**Reading/Assignments/Exams**

**Due Dates**

Read / View:
- Chapters 1, 2, 6 of the eText
- How to Manage Your Motivation
- Exploration: Motivation

Introductory Discussions
- Discussion 1: Motivation and Importance of Relationships
- Assignment 1: Personal Reflection-Self Assessment/Motivation and Relationships (Assessment/Essay)
- Discussion 2: Empowerment and Job Enhancement
- Assignment 2: Motivational Theories

MODULE 2

**Reading/Assignments/Exams**

**Due Dates**

Read / View:
- Chapter 2 of the eText
- Definitions of Organizational Development
- Reasons for Employee Training and Development
- TEDxPugetSound: Simon Sinek - How great leaders inspire action.
- Exploration: Coaching vs. Mentoring

Discussion 1: Understanding the Stages of Organizational Change
- Assignment 1: Using Coaching to Create Change (Power-Point)

Discussion 2: Coaching: Important or Not?
- Assignment 2: Why is Employee Development Important to an Organization? (Essay)
MODULE 3
Reading/Assignments/Exams
Due Dates
Read / View:
• Chapter 12 of the eText
• Leadership: Building Your Personal Development Plan!
• Leadership Styles
• The Art and Science of Leadership
• Introduction to Management and Supervision
• Exploration: Leaders vs. Managers
• (Optional) Leadership Style Survey
• (Optional) Leadership Self Assessment
Discussion 1: Characteristics of a Leader
Assignment 1: Leaders and Ethics (Essay/Assessment)
Discussion 2: Productivity, engagement and leadership; are these connected?
Assignment 2: Leader vs. Manager (Case Scenario/Analysis)

MODULE 4
Reading/Assignments/Exams
Due Dates
Read / View:
• Chapter 5 of the eText
• Complete Guide to Ethics Management: An Ethics Toolkit for Managers
• Exploration: Types of Power in an Organization
Discussion 1: Business Ethics-Your Organization
Assignment 1: Organizational Culture/Ethics (Research/Essay)
Discussion 2: Personal Values vs. Organizational Values
Assignment 2: Business Ethics-(Article/Video) Evaluation/Analysis

MODULE 5
Reading/Assignments/Exams
Due Dates
Read / View:
• Chapters 4, 7, 9, 13 of the eText
• Exploration: Conflict Management and Communication - Types of Conflict Management
Discussion 1: Conflict and Communication in an Organization
Assignment 1: Describe the Organization You Will be Successful In (Summative Research Assignment) (Video Presentation; PowerPoint Presentation, Essay, Game, Questionnaire)
Discussion 2: Review Key Concepts (Summative)