

**COLLEGE OF SOUTHERN NEVADA  
BUSINESS ADMINISTRATION DEPARTMENT  
COURSE SYLLABUS  
SPRING 2012  
Monday  
6:00p.m.-8:50p.m.**

**Instructor:** Dr. Betty Scott  
**Office:** Charleston C250-H  
**Phone:** 651-5774      **E-mail:** betty.scott@csn.edu  
**Office Hours:** TBA

**COURSE NO:** MGT 100B (WC 3002) (23929)  
**COURSE TITLE:** Practical Human Relations for Business  
**CLASSROOM:** Charleston Campus Room C212  
**TEXT(Required):** Effective Human Relations in Organizations, Latest Edition.  
Reese, B.L. & Brandt, R.

**COURSE DESCRIPTION:**

Study of human factors involved in business and management with emphasis upon mutual responsibilities and communication problems of employees, managers and customers. Team activities.

**GOALS:**

This course has three primary goals:

1. Meeting the challenges inherent in a dynamic rapidly changing business environment.
2. Developing the competencies and skills that managers will need in the future.
3. Responding to the contemporary organizational trends that will have impact in the twenty-first century.

It serves one of the requirements for the Certificate of Achievement in Business Management.

**COURSE OUTCOMES:**

- Raise the awareness of the newly-perceived levels of significance regarding human relations.
- Discuss achieving a proper balance between concern for results and for people.
- Provide tools for dealing with common problems encountered in the workplace.
- Demonstrate an understanding of the seven human relations areas of competency and skill development:

COMMUNICATION, SELF-AWARENESS, SELF-ACCEPTANCE, MOTIVATION, TRUST, SELF-DISCLOSURE AND CONFLICT MANAGEMENT.

**STUDENTS' RIGHTS AND RESPONSIBILITIES**

Pertaining to CSN policies and services, these may be found in the College Catalog and at <http://www.csn.edu/pages/660.asp> on the CSN website.

**SAFETY PROCEDURES:**

Approved classroom safety procedures are posted in each classroom and are to be followed.

### **AMERICANS WITH DISABILITY ACT (ADA) STATEMENT:**

Students with medical, psychological, learning or other disabilities desiring academic adjustments, accommodations or auxiliary aids will need to contact a Campus Disability Resource Center- Cheyenne 651-4045, West Charleston 651-5089, Henderson 651-3086. DRC determines eligibility for and authorizes the provision of services.

For those students who would like to earn a little extra cash, stop by the Disability Resource Center to fill out a job interest card. This office hires students as note takers, readers, proctors, scribes, lab assistants, and research assistants as needed.

### **ACADEMIC INTEGRITY**

Scholastic dishonesty will not be tolerated and will be prosecuted to the fullest extent. You are expected to have read and understood the current issue of the student handbook (published by Student Services) regarding student responsibilities and rights, and the intellectual property policy, for information about procedures and about what constitutes acceptable on-campus behavior.

### **TUTORIAL SERVICES**

Students are entitled to 12 hours free tutoring per semester. For appointment call-Cheyenne 651-4232, West Charleston 651-5732, Henderson 651-3125.

### **CLASS POLICIES:**

**Reading:** As a minimum, students are expected to have read and thought about the assigned readings by the date noted on the course outline.

**Attendance and Participation:** Regular attendance and active, mature participation are essential for MAXIMUM learning! Many topics, themes, exercises, videos not used as part of the text material are included *in the class as well as the exams*. Students are responsible for the *total* course learning experience. (Students are expected to be on time and remain in class during the scheduled time.)

**Assignment Completion:** All course work is to be done in a timely and professional manner. Only for exceptional reasons as approved by the instructor is late or makeup work accepted.

**Electronic Devices:** Please turn off and leave off all beepers, cell phones and other electronic devices before the class begins.

**Adjustability:** Any information contained in this syllabus, other than the Academic Integrity Policy, ADA Statement, and CSN Policies, may be changed as deemed appropriate by the instructor.

**GRADING:** Your grade for the course will be based on the following factors:

<b>1. Mid-Term</b>	<b>100</b>
<b>2. Final Examination</b>	<b>100</b>
<b>3. Short Quizzes</b>	<b>100</b>
<b>4. Engagement with the Class</b>	<b><u>100</u></b>
<b>(Attendance/Participation/Challenges)</b>	
<b>Total Points: 400</b>	

### **GRADING POINT DISTRIBUTION:**

A to A- = 90-100	B+ to B- = 80-89	C+ to C- = 70-79
D+ to D- = 60-69	F = 59 or below	

**TESTS:**

The two scheduled examinations will be based on both class discussion and textbook material. Exams may include multiple choice, matching, or essay questions, depending on the kind of information being tested. Straight percentages will be given for multiple choice and matching exams; they will not be marked on the curve. An Exam Evaluation Guideline handout will be given for essay and similar testing.

**Tentative Course Calendar**  
Spring 2012

<u>Week</u>	<u>Date</u>	<u>Topic</u>	<u>Chapter</u>
1	Jan. 23	Introductions	
2	30	Introduction to Human Relations Survey Discussion	1
3	Feb. 6	Improving Personal & Organizational Communications Understanding Your Communications Style	2 & 3
4	13	Building High Self Esteem Personal Values Influence Ethical Choices Attitudes Can Shape Your Life	4 & 5 6
5	20	Holiday	
6	27	Motivating Yourself & Others Constructive Self-Disclosure/Review	7 & 8
7	March 5	Mid-Term Exam Achieving Emotional Control in a Chaotic World	9
8	12	Building Stronger Relationships with Positive Reinforcement	10
	19	SPRING RECESS	
9	26	Professional Presence	11
10	April 2	Team Building: A Leadership Strategy	12
11	9	Effective Conflict Management Strategies	13
12	16	Responding to Personal and Work-Related Stress	14
13	23	Valuing Workforce Diversity The Changing Roles of Men and Women	15 16
14	30	A Life Plan for Effective Human Relations Exam Discussion	17
15	May 7	Exam Questions / Review	
16	14	Final Examination	