

### Course Outline

**COURSE:** MGMT 103      **DIVISION:** 50      **ALSO LISTED AS:** PSYC 103

**TERM EFFECTIVE:** Fall 2011      **Inactive Course**

**SHORT TITLE:** HUMAN RELATIONS/BUS

**LONG TITLE:** Human Relations In Business

<u>Units</u>	<u>Number of Weeks</u>	<u>Type</u>	<u>Contact Hours/Week</u>	<u>Total Contact Hours</u>
3	18	Lecture:	3	54
		Lab:	0	0
		Other:	0	0
		Total:	3	54

#### **COURSE DESCRIPTION:**

An introduction to the field of industrial psychology through the study of six modules (nine hours each): Human Behavior at Work, Group Behavior and Leadership, Personal Effectiveness, Personal Development, Business Communications, and Conflict Resolution at Work. This course is also listed as PSYC 103. **ADVISORY:** Eligible for English 250 and English 260.

**PREREQUISITES:**

**COREQUISITES:**

**CREDIT STATUS:** D - Credit - Degree Applicable

**GRADING MODES**

L - Standard Letter Grade

**REPEATABILITY:** N - Course may not be repeated

**SCHEDULE TYPES:**

02 - Lecture and/or discussion

#### **STUDENT LEARNING OUTCOMES:**

1. To understand the importance of human relations in the work place.
2. To develop leadership skills.
3. To identify ways to improve effectiveness in a job.
4. To effectively use job skills in business.

5. To develop effective communication skills.
6. To develop human relations skills.

## **CONTENT, STUDENT PERFORMANCE OBJECTIVES, OUT-OF-CLASS ASSIGNMENTS**

Inactive Course: 04/25/2011

### **MODULE A - HUMAN BEHAVIOR AT WORK**

- 1 3 Foundations of Industrial Psychology
- 2 3 Individual Motivation
- 3 3 Cases in Human Relations

### **MODULE B - GROUP BEHAVIOR AND LEADERSHIP**

- 4 3 Group Dynamics
- 5 3 Varieties of Leadership
- 6 3 Developing Leadership

### **MODULE C - PERSONAL EFFECTIVENESS**

- 7 3 Improving Personal Efficiency
- 8 3 Effective Use of Abilities
- 9 3 Job Finding

### **MODULE D - PERSONAL DEVELOPMENT**

- 10 3 Job Skills Development
- 11 3 Training
- 12 3 Personality Improvement

### **MODULE E - BUSINESS COMMUNICATIONS**

- 13 & 14 6 Effective Communication
- 15 3 Problem-Solving

### **MODULE F - CONFLICT RESOLUTION AT WORK**

- 16 3 Conflict and Cooperation
- 17 3 Maturity and Anxiety
- 18 3 Human Relations, Role-Playing, and Psycho-drama

### **COURSE OBJECTIVES:**

1. To explain key concepts and concerns in human relations in business.
2. To implement leadership skills.
3. To apply personal evaluation techniques.
4. To apply personal improvement techniques.
5. To implement skills for effective communication.
6. To solve typical human relations problems.

### **METHODS OF INSTRUCTION:**

Lecture, discussions, role play, case study, audio/visual.

### **REPRESENTATIVE TEXTBOOKS:**

To be determined.

### **ARTICULATION and CERTIFICATE INFORMATION**

Associate Degree:

CSU GE:

IGETC:

CSU TRANSFER:

Transferable CSU, effective 199670  
UC TRANSFER:  
Not Transferable

**SUPPLEMENTAL DATA:**

Basic Skills: N  
Classification: I  
Noncredit Category: Y  
Cooperative Education:  
Program Status: 1 Program Applicable  
Special Class Status: N  
CAN:  
CAN Sequence:  
CSU Crosswalk Course Department: MGMT  
CSU Crosswalk Course Number: 103  
Prior to College Level: Y  
Non Credit Enhanced Funding: N  
Funding Agency Code: Y  
In-Service: N  
Occupational Course: B  
Maximum Hours:  
Minimum Hours:  
Course Control Number: CCC000376630  
Sports/Physical Education Course: N  
Taxonomy of Program: 050630