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

<table>
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<tr>
<th>Units</th>
<th>Number of Weeks</th>
<th>Type</th>
<th>Contact Hours/Week</th>
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<td>Lecture</td>
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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 workplace.
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:

11/7/2012
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