Course Outline

**COURSE:** MGMT 104  
**DIVISION:** 50  
**ALSO LISTED AS:**

**TERM EFFECTIVE:** Spring 2015  
**CURRICULUM APPROVAL DATE:** 11/24/2014

**SHORT TITLE:** LEADERSHIP-HUMAN RELATIONS

**LONG TITLE:** Leadership/Human Relations in Business

<table>
<thead>
<tr>
<th>Units</th>
<th>Number of Weeks</th>
<th>Type</th>
<th>Contact Hours/Week</th>
<th>Total Contact Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>18</td>
<td>Lecture: 3</td>
<td>54</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Lab: 0</td>
<td>0</td>
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<td></td>
<td></td>
<td>Other: 0</td>
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<td></td>
<td></td>
<td>Total: 3</td>
<td>54</td>
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</table>

**COURSE DESCRIPTION:**

This course is designed to aid future employees and employers to understand and utilize human relations concepts as they apply to the business environment. It will cover such area as morale, personal efficiency, leadership, personality, motivation, and communication. This course has the option of a letter grade or pass/no pass. ADVISORY: Eligible for English 250 and English 260.

**PREREQUISITES:**

**COREQUISITES:**

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

**GRADING MODES**

- L - Standard Letter Grade
- P - Pass/No Pass

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

**SCHEDULE TYPES:**

- 02 - Lecture and/or discussion
- 72 - Dist. Ed Internet Delayed

**STUDENT LEARNING OUTCOMES:**

1. Examine and describe the nature and importance of human relations at work.

Measure: written reports, projects, exams, classroom discussions

PLO: 3,4
ILO: 2,1,7,3
GE-LO:
Year assessed or anticipated year of assessment: 2015-16

2. Examine and describe the nature and importance of diversity and global issues.
Measure: written reports, projects, exams, classroom discussions
PLO: 3
ILO: 2,1,7,3
GE-LO:
Year assessed or anticipated year of assessment: 2011-12

3. Recognize and describe skills involved in handling conflict/problem solving in a healthy, productive manner.
Measure: written reports, projects, exams, classroom discussions
PLO: 4
ILO: 2,1,7,3
GE-LO:
Year assessed or anticipated year of assessment: 2015-16

Measure: written reports, projects, exams, classroom discussions
PLO: 4
ILO: 2,1,7,3
GE-LO:
Year assessed or anticipated year of assessment: 2015-16

5. Identify types of human relation problems existing in business.
Measure: written reports, projects, exams, classroom discussions
PLO: 4
ILO: 2,1,7,3
GE-LO:
Year assessed or anticipated year of assessment: 2011-12

PROGRAM LEARNING OUTCOMES:
After completing an A.A. Degree or Certificate of Achievement in Business: Retail Management the student will be able to:
(1) discuss the purpose, context, concepts, and processes of retailing and the retail environment and the responsibilities of the retail operations function.
(2) explain the basic terms and concepts of accounting, and the content of financial statements and be able to understand and interpret the information they contain.
(3) develop a general understanding of retail management/business concepts related to sales and marketing of services and/or products.
(4) determine appropriate and inappropriate interview, hiring, and employee supervision procedures.

CONTENT, STUDENT PERFORMANCE OBJECTIVES, OUT-OF-CLASS ASSIGNMENTS
Curriculum Approval Date: 11/24/2014
Out of Class Assignments and Homework: Read the related chapters each week, do the end-of-chapter assignments, write reports, and chapter exams. Out of class assignments required on a 2 to 1 basis for Lecture units granted.
9.0 Hours
INTRODUCTION.
The Nature of Human Relations.
Fundamentals of Motivation.
PERFORMANCE OBJECTIVES: Identify the concepts of work, worth, and leisure ethics in the U.S.A. today as they relate to human relations in the workplace.
9.0 Hours
Part Two: THE SOCIAL SYSTEM.
Individual Behavior.
Group Behavior.
The Informal Organization.
PERFORMANCE OBJECTIVES: Describe the basic individual and group human behavioral theories and concepts in order to apply them to the workplace.
9.0 Hours
Part Three: THE TECHNICAL SYSTEM.
Technology and People at Work.
Productivity and Quality Improvement.
Job Redesign and Job Enrichment.
PERFORMANCE OBJECTIVES: Recognize the challenges of interfacing technology and people at work.
Mid-term exam
9.0 Hours
Part Four: THE ADMINISTRATIVE SYSTEM.
Fundamentals of Leadership.
Developing, Appraising, and Rewarding Personnel.
PERFORMANCE OBJECTIVES: Explain the individual, group, and organizational qualities and concepts that contribute to job motivation, success, evaluation, and rewards.
9.0 Hours
Part Five: BEHAVIORAL EFFECTIVENESS.
. Communicating for Effectiveness.
. Managing Conflict and Change.
PERFORMANCE OBJECTIVES: Describe the characteristics and select from optional methodologies to deal with managing change and conflict within the workplace.
9.0 Hours
Part Six: LOOKING TO THE FUTURE.
International Human Relations.
Human Relations Challenges of the Future.
PERFORMANCE OBJECTIVES:
Describe the challenges for human relations for the future and international relationships.
Project due and final exam.

METHODS OF INSTRUCTION:
Lecture, homework, projects, text, exams

METHODS OF EVALUATION:
CATEGORY 1 - The types of writing assignments required:
Percent range of total grade: 30 % to 70 %

Written Homework

12/5/2014
Reading Reports

Essay Exams

Term or Other Papers

If this is a degree applicable course, but substantial writing assignments are not appropriate, indicate reason:
Course primarily involves skill demonstration or problem solving

CATEGORY 2 - The problem-solving assignments required:
Percent range of total grade: 25 % to 50 %

Homework Problems

Field Work

Lab Reports

Quizzes

Exams

CATEGORY 3 - The types of skill demonstrations required:
Percent range of total grade: 10 % to 30 %

Class Performance/s

Performance Exams

CATEGORY 4 - The types of objective examinations used in the course:
Percent range of total grade: 10 % to 30 %

Multiple Choice

True/False

Matching Items

Completion

REPRESENTATIVE TEXTBOOKS:
Required:

12/5/2014
ARTICULATION and CERTIFICATE INFORMATION

Associate Degree:
CSU GE:
IGETC:
CSU TRANSFER:
  Transferable CSU, effective 201030
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: 104
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: CCC000370778
Sports/Physical Education Course: N
Taxonomy of Program: 050630