



Lincoln University

BA 170 – Human Relations in Business

COURSE SYLLABUS

2018

Instructor: Prof. Tesfaye Ketsela, PhD
Lecture Schedule: Thursday 3:30 PM – 6:15 PM
Credits: 3 units / 45 lecture hours
Level: Developed (D)
Office Hours: Thursday 11:00 AM to 12:00 PM
e-mail: pbogue@lincolnuca.edu
Textbooks: Effective Human Relations: Interpersonal and Organizational Applications, 13th edition, by Barry Reece, Monique Reece. Cengage, 2017. (ISBN: 9781305576162)

Last Revision: January 13, 2018

CATALOG DESCRIPTION

The course studies worker motivation and behavior in the environment of modern business especially production and distribution. Emphasis will be placed on the integration of all the social sciences, especially psychology, sociology and recent findings from industrial studies in human resources management. (3 units)

Prerequisite: PSYCH 10

COURSE LEARNING OUTCOMES¹

	Course LO	Program LO	Institutional LO	Assessment Activities
1	Be able to the psychological underpinnings of human interactions as they related to business environment.	PLO 1	ILO 1a, ILO 2a, ILO 3a	In-class discussion, Presentation
2	Critically analyze workplace interactions and build effective communication strategy	PLO 2	ILO 1a, ILO 6a	In-class discussion, Home assignments, Case studies
3	Analyze the situation and apply the understanding of human relations to resolving management dilemmas within an organization.	PLO 4	ILO 1a, ILO 2a, ILO 5a	In-class discussion, Home assignments, Case studies

¹ Detailed description of learning outcomes and information about the assessment procedure are available at the [Center for Teaching and Learning](http://ctl.lincolnuca.edu) website (ctl.lincolnuca.edu).

INSTRUCTIONAL METHODS

This is a direct classroom instruction course.

Lectures supported by PowerPoint slides, discussion groups, class handouts and accompanying exercises, video cases viewed and evaluated in class, Internet based exercises and quizzes, written case studies, walking field trips to local businesses and/or government agencies, and guest lectures when appropriate.

Regular attendance at classes is essential. Students will be responsible to attend all lectures and complete the textbook chapter readings, mid-term examination, final examination, written and/or video case study analyses, Internet assignments and/or quizzes, and participate in class discussions and exercises, and field trips when applicable.

Excessive absences may result in lowering of the final course grade or even dismissal from class resulting in a loss of credit. Absences due to illness may be excused provided the absence excuses are accompanied by a licensed medical practitioner's signed note or letter attesting to the period of illness. Students are responsible for making up the class work missed.

ASSIGNMENTS

Various chapter behavioral objectives and readings in the textbook, related Internet exercises, written and/or video cases and selected case questions to be answered will be assigned during the course. Particular attention should be directed to chapter behavioral objectives and summaries containing implications for managers since they help to organize the content of the chapters and to identify the most important information to be included in the course examinations. Completion of reading assignments prior to the class dates is essential not only to understanding the subject matter but also to enhancing the quality of participation in class.

Assignments and projects require students to actively use resources of the library. Detailed guide to business *resources of the library* as well as the description of Lincoln University approach to *information literacy* are available at the [Center for Teaching and Learning](http://ctl.lincolnuca.edu) website (ctl.lincolnuca.edu).

INTEGRITY AND QUALITY OF SCHOLARSHIP

Integrity of scholarship must be maintained at all times. Plagiarism (copying directly from an author's work) is not permitted. All written work is to be word-processed unless otherwise indicated and should reflect college-level ability in structure, grammar, spelling, and sophistication of analysis.

EXAMINATIONS

The mid-term exam covering chapters 1-7, and the final exam covering chapters 8 - 14, will each consist of short answer (multiple choice) and one choice of several essay questions evaluating the student's understanding of the basic concepts, terms, processes, and issues covered in the course.

CASE STUDIES

Students are required to submit one or more assigned case studies. Your case study solutions should cover the case scenarios in some detail, sources in addition to the class text should be used such as outside readings, computer searches, etc., the bibliographies, as well as facts and figures, must be documented by proper annotation and referencing, and you should summarize the outcome or major concluding points of the case studies applying relevant concepts, theories, systems, strategies, and practical applications found in your textbook. You may submit attachments with your case studies, graphs, charts, etc., but sources must be properly documented. Please follow the specific directions in the class handout, "How to Prepare a Case Study."

SUPPLEMENTAL MATERIALS

Handouts and/or exercises may be distributed during the class on OB related topics as deemed appropriate by the instructor.

MODIFICATION OF SYLLABUS

The instructor reserves the right to modify this syllabus at any time during the course. An announcement of any changes will be made in class.

POINT/GRADE CONVERSION

100-95	A	76-74	C
94-90	A-	73-70	C-
89-87	B+	69-67	D+
86-84	B	66-64	D
83-80	B-	63-60	D-
79-77	C+	59 or <	F

ASSIGNED GRADE PERCENTAGES

20%	Mid-term exam (chapters 1-7)
20%	Final exam (chapters 8-14)
30%	Written case study responses
15%	Video case responses (missed in-class videos cannot be made up)
10%	Attendance
05%	Participation

TOPICAL OUTLINE

The course uses a "learn-by-doing" approach that provides students with a basic framework for understanding how interactions at work will affect them, the issues they'll face, and what they should do to be effective in their interactions with others in any organizational setting. Skills-focused and performance-based, this course offers students an abundance of opportunities to construct-and assess-their own human relations profile and to develop a repertoire of specific skills and competencies.

COURSE SCHEDULE

Week	Topic
1	Introduction to Human Relations
2	Improving Personal and Organizational Communications
3	Communication Style
4	Personal Values Influence Ethical Choices
5	Motivating Yourself and Others
6	Midterm Exam
7	Team Building; A Leadership Strategy
8	Resolving Conflict
9	Responding to Personal and Work-Related Stress
10	Valuing Work Force Diversity and Inclusion
11	Developing professionalism
12	Changing Roles of Men and Women
13	Planning effective human relations
14	Project Presentations
15	Final Exam