I. Course Description:

This course is designed to provide students with successful communication and people skills. We will explore the behavioral approach to the business environment by examining ourselves and others. We will look at developing emotional balance and the factors that influence our emotions. Students will learn how to cope with anger and the anger of others to resolve conflict. This course will also provide insight on the effects of drugs and alcoholism in the workplace and methods of rehabilitation. We will study career selection and the important facets of building effective communication skills. We will also study and develop leadership techniques for success. Students will learn to become effective leaders in society. The goal of the course is to build a hands-on approach to developing human relations/people skills.

II. Textbooks and supplies:


Purchase: Please buy one 8 ½ X 11- Lined notebook for taking notes. One small stapler/staples; one (1) Student Planner 2014-15, and (2) Scantron Form number: 882-E and (2) number two pencils.

Note: Textbooks for this class are on reserve at Bakersfield College’s Library.
III. Student Learning Outcomes:
Upon successful completion of this course, the students will be able to:

- Gain an understanding of organizational behavior and relationships.
- Address and diagnose stress and burnout in the workplace.
- Develop time management skills.
- Analyze how motivation is the key to worker involvement and performance.
- Demonstrate the knowledge of various aspects of communication including non-verbal communications, body language, posture, eye contact, touching and space proxemics.
- Explore the characteristics of creativity and how to use the skills effectively.
- Gain an understanding of the fact that discrimination is by no means a dead or resolved issue, and that progress has been made through better management practices and anti-discrimination laws, but there are still opportunities for better business and government practices with or without executive, legislative or judicial decisions.
- Explore the importance of an ever changing business and personal world requiring knowledge of how people interact between cultures to prepare for the future.

Students with disabilities:
Bakersfield College will make reasonable accommodations and/or academic adjustments to ensure that students with disabilities have an equal opportunity to participate in the college’s courses, programs and activities, including extracurricular activities.

Students with disabilities who believe they may need accommodations in this class are encouraged to contact Disabled Student Programs & Services located at Student Services (SS) Building, 1st Floor, Counseling Center (661-395-4334), as soon as possible to better ensure such accommodations are implemented in a timely fashion. NOTE: Please speak to me (Mrs. Robinson) privately after class or contact me if you need any assistance.

V. Attendance Procedures:
Punctuality and attendance are crucial. All students are expected to arrive in class on time and remain in class until it ends. IMPORTANT: In accordance with Bakersfield College attendance policy in the 2014-15 catalog, it states that …if an absence occurs on the first day of class, the student will be dropped to make room for students on the Wait List. After two (2) absences from the class, the student may be dropped. Punctuality is important. Two (2) times tardy or leaving before the class is dismissed, will constitute one (1) absence.
**IMPORTANT DATES – FALL 2014**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 7, 2014</td>
<td>Last day to drop from semester length classes without receiving “W” grade</td>
</tr>
<tr>
<td>October 13, 2014</td>
<td>Midterm Exam</td>
</tr>
<tr>
<td>October 31, 2014</td>
<td>Last day to withdraw from semester length classes and receive &quot;W&quot; grade</td>
</tr>
<tr>
<td>December 8, 2014</td>
<td>Final Exam</td>
</tr>
</tbody>
</table>

It is the student's responsibility to drop the course if you stop attending - not the instructor's. Failure to withdraw from the class can result in not passing the course.

**VI. MANDATORY FORMAT FOR HOMEWORK:**

Type the heading **SINGLE SPACED** (Example below) Arial size 12 font: (FOLLOW THIS GUIDE)!

Jamal Turner
Human Relations/People Skills
CRN: 70747
Monday Evening
6:00 p.m. – 9:10 p.m.
Monday, September 22, 2014

Number your pages on the bottom center -1- as seen in this example. (Example below):

-1-

**Late Assignments:** All late assignments will be lowered to the next grade. For example, if the grade is an “A” it will be reduced to a “B” for being late. Late assignments will not be accepted one week after the original date the assignment is due. If you anticipate an absence, you may turn the homework into me early in person. **Please do not e-mail homework.** Please hand deliver your homework assignments on or before the due date. **Exams:** All students must take the mid-term and final exam(s) to pass this course. Missing either of the exams is cause for failure of the course. If there is a mitigating circumstance, please contact me immediately to address your concerns. Please purchase (2) Scantrons, Form Number: 882-E and two (2) number 2 pencils for the exams.

**Proofread your homework and assignments:** Class and homework assignments should not contain any errors in spelling, punctuation, style, etc. Dictionaries, spellcheckers, and other methods of checking and proofreading are encouraged. Please type all assignments, except for “What’s News.” Due dates of assignments are outlined on page 6. **Note: The forms for What’s News can be retrieved from my website.**
**What’s News:** You are required to report on one (1) What’s News article this semester. Five minutes will be allotted to share with the class a What’s News article that is relative to: Human Relations/People Skills topics. For example, articles on: organizational culture, communication skills, conflict resolution, leadership, motivation and other related topics from the chapters covered in your textbook. You may find articles from the following legitimate news media(s) only: "**Bakersfield Californian, Los Angeles Times, Time Magazine, Wall Street Journal, USA Today, New York Times** and **Money Magazine.** IMPORTANT: No articles from: "**Renegade Rip. Note: Internet articles must be dated within two weeks of presentation.**" In the beginning of your five (5) minute presentation: Write on the board one **positive fact** in the form of a sentence that you’ve learned and desire for the class to remember about the article. It **must relate** to topics in our Human Relations textbook and/or the chapters we will discuss. A copy of the article from the actual source must be turned in to receive a grade. Please select articles dated two (2) weeks prior to your presentation.

Absence on your scheduled date for the What’s News presentation will result in a non-passing grade for the assignment. **There are no makeup days for What’s News, please attend class on your scheduled day of presentation.**

**Group project: Alcoholism, Drugs, Sexual Harassment & Rehabilitation.** – This group product requires all students to participate. **NOTE:** If you miss two or more group planning sessions with your group, you may receive a non-passing grade for this assignment.

**Grading Scale:**

<table>
<thead>
<tr>
<th>Grade</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>90 - 100 = A</td>
<td>4 Points</td>
</tr>
<tr>
<td>80 - 89 = B</td>
<td>3 Points</td>
</tr>
<tr>
<td>70 - 79 = C</td>
<td>2 Points</td>
</tr>
<tr>
<td>60 - 69 = D</td>
<td>1 Point</td>
</tr>
<tr>
<td>0-59 = F</td>
<td>0 Point</td>
</tr>
</tbody>
</table>

Bakersfield College does not use a (**Plus +**) or a (**Minus -**) in their grading system.

Homework questions, What’s News presentations, Group presentations: 80%  
Mid-term Exam 10%  
Final Exam 10%  
**Total:** 100%

**BC’s Policy on Plagiarism and Cheating:** In all courses, student’s written work is evaluated for effectiveness, as well as content. All writings should be expressed clearly, logically, and maturely, using the Standard English sentence structure, grammar, and spelling. Students must acknowledge all sources of information by following a standard (APA) citation style format. All students are expected to behave with the fullest integrity. For further details regarding these policies, please see the Bakersfield College 2014-15 Catalog.
PLEASE...PLEASE...PLEASE: Silence your cell phones, IPods, before entering the class. There is no texting, eating, or drinking allowed during the class. Using a lap top computer is permitted; however, you must sit in the “front row” to use it. If you are using the internet during class, lap top privileges will discontinue.

MANDATORY HOMEWORK ASSIGNMENTS

NOTE: Mark these dates in your calendar/cell phone

Answers to the questions below are in the Human Relations textbook. Please read and find the correct answers in our textbook (7th Edition by Reece). Summarize the answers in your own words; I am looking for clear detailed answers. Please do not use the old edition of the textbook.

NOTE: Please type the questions first, and then double space and type your answers. I will not accept your assignments if the homework is not typed or if you have not typed the questions first. Make sure the correct CRN number, and the current date you turned in the assignment is on all of your assignments. Please use the example below:

MANDATORY FORMAT

Type the heading SINGLE SPACED (Example below) Arial size 12 font: FOLLOW THIS GUIDE:

Jamal Turner
Human Relations/People Skills
CRN: 70747
Mondays – 6:00 p.m. – 9:10 p.m.
Monday, September 22, 2014

USE...ONLY AS AN Example of how to set up your questions:

1. Explain the purpose of human relations?
   A. Human relations are the study of why our beliefs, attitudes and behaviors sometimes cause relationship problems.

2. Identify one major development in human relations?
   A. One development in human relations is work force diversity. It means...

Number your pages on the bottom center -1- as see in the (Example below):

-1-
ASSIGNMENTS – (1-8)  

1. **Chapters 1-3 – Human Relations – 7th Edition by Reece:**
   1. Explain the nature, purpose, and importance of human relations.
   2. Identify and explain the seven (7) filters that affect communication.
   3. Select (3) goal you would like to achieve; for example, you may choose an attitude, skill, or personal changes you would like to improve. Neatly print in ink your goals and then describe 3-4 action steps. Start with the pronoun ‘I’ and state what action steps you will take to achieve your goals. Work on the goals until the end of this semester.

   (33 points each = 99 points)  
   **Due:** September 15, 2014

2. **Quiz on the first 14 Laws of Leadership** - Maxwell  
   **Due:** September 29, 2014

3. **Mid-term exam on the 21 Laws of Leadership** – Maxwell  
   **Due:** October 13, 2014

4. **Dress for Success (All students must participate)**  
   **Due:** October 20, 2014

5. **Chapters 4-6 – Human Relations – 7th Edition by Reece:**
   1. Explain the personal benefits of developing a strong sense of character.
   2. Describe seven (7) or more attitudes that employer’s value. Why are these attitudes important?  
   3. List and discuss the factors that influence your choice of clothing for work.

   (33 points each = 99 points)  
   **Due:** October 27, 2014

6. **What’s News** – 5 Minute oral presentations – **You must be present on your date:**  
   **Due:** October 27 and November 3, 2014

7. **Chapters 7-9 - Human Relations 7th Edition by Reece:**
   1. Define and explain the primary and secondary dimensions of diversity.
   2. Explain in detail the key elements and steps of the conflict resolution process.
   3. Please describe four (4) or more non-monetary resources that can enrich your life.

   (33 points each = 99 points)  
   **Due:** November 17, 2014

8. **Group Presentations:** (Substance Abuse/Sexual Harassment, etc.) – Details provided later.  
   **Due:** November 24 and December 1, 2014

All late assignments will be lowered one grade level. I do not accept assignments one week past the original due date. If you anticipate being absent, you may come into my office B-6, and turn the typed assignment in early. There are no make-up dates for “What’s News Presentations” and Group projects. If you are absent on the scheduled date to do the group project or the What’s News presentation, your absence will result in a non-passing grade for the assignment.
**BSAD B5 HUMAN RELATIONS/PEOPLE SKILLS**

**Fall Semester 2014**

**Monday Evenings 6:00 – 9:10 p.m.**

**ASSIGNMENTS – (Assignments are subject to change)**

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**DATE**

**DATES OF CLASS SESSIONS**

**CHAPTER AND CLASSROOM DISCUSSION**

**HOMEWORK/ASSIGNMENTS** *(Refer to Page 6 of this syllabus for questions to the assignments)*

**BELOW IS THE HOMEWORK DUE DATES**

**NOTE:** Please type questions & answers

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**NOTE:** Please type questions & answers

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<th>HOMEWORK/ASSIGNMENTS</th>
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<tbody>
<tr>
<td>September 1, 2014</td>
<td>LABOR DAY HOLIDAY – NO CLASS</td>
<td>Read Chapter 2 of Human Relations, pages 25-46.</td>
</tr>
<tr>
<td>September 22, 2014</td>
<td>Complete discussion of Chapter 3. <strong>Sign up for What’s News presentations.</strong> Discuss 2<strong>nd</strong> 7 Laws of Leadership.</td>
<td>Read Chapters 4 pages 71-88 of Human Relations. <strong>Note:</strong> Assignment 1 is due on Chapter 1-3 questions. See page 6 of the syllabus.</td>
</tr>
</tbody>
</table>

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**P.-Persist**  **O.-Organize**  **S.-Strive for Excellence**  **S.-Stay Involved**  **I.-Innovate**  **B.-Be Focused**  **L.-Learn for Life**  **E.-Emphasize Integrity**
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<th>HOMEWORK DUE DATES - PLEASE Type questions &amp; answers</th>
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<tr>
<td>September 29, 2014</td>
<td>Discuss Chapter 4 - Personal Values Influence Ethical Choices. <strong>Quiz on the first 14 laws of leadership.</strong></td>
<td>Read chapters 13-15 of Laws of Leadership, pages 133-163. Read Chapter 5 – pages 95-112 of Human Relations.</td>
<td>Begin to work on Chapters 1-4 questions.</td>
</tr>
<tr>
<td><strong>October 13, 2014</strong></td>
<td><strong>Mid-term Exam on Chapters 1-21 – Laws of Leadership.</strong></td>
<td><strong>Read Chapter 6 - pages 119-135 of Human Relations.</strong></td>
<td>Select your professional attire for class. You will model your attire.</td>
</tr>
<tr>
<td>October 20, 2014</td>
<td><strong>Dress for Success today!</strong> Come to class dressed for an interview. Vote on attire of class mates.</td>
<td><strong>Turn in your homework! ‘Dress for Success.’ Model your outfit in class.</strong></td>
<td>Prepare for Dress for success. Wear your professional interview outfit on date selected. Prepare for What’s News presentations.</td>
</tr>
<tr>
<td>October 27, 2014</td>
<td><strong>What’s News Presentations.</strong></td>
<td></td>
<td>Assignment 4 is due. Chapter 4-6 questions. See page 6 of the syllabus. Oral presentations today!</td>
</tr>
<tr>
<td>November 3, 2014</td>
<td><strong>What’s News Presentations.</strong></td>
<td></td>
<td>Oral presentations today!</td>
</tr>
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_P_-Persist  _O_-Organize  _S_-Strive for Excellence  _I_-Stay Involved  _I_-Innovate  _B_-Be Focused  _L_-Learn for Life  _E_-Emphasize Integrity
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</thead>
<tbody>
<tr>
<td>November 24, 2014</td>
<td>Group I Presentation – Impact of Alcoholism in the workplace and Group II Presentation – Impact of Illegal and legal drugs in the workplace.</td>
<td></td>
<td>Groups I and II present today!</td>
</tr>
<tr>
<td>December 1, 2014</td>
<td>Group III Presentation - What is Sexual Harassment and Sexism in the workplace and Group IV Presentation – Rehabilitation programs available for Alcoholism and Drugs abuse. Employer and non-employer programs.</td>
<td>Study for Final Exam</td>
<td>Groups III and IV present today!</td>
</tr>
<tr>
<td>December 8, 2014</td>
<td>FINAL EXAM – Chapters 1-9 – Human Relations textbook 7th edition by B. Reece.</td>
<td>Please arrive early by 5:50 p.m. Exam begins at 6:00 p.m.</td>
<td>PLEASE BE PROMPT.</td>
</tr>
</tbody>
</table>

**IMPORTANT:** All students must take the mid-term and final exam(s) to pass this course. Missing either of the exams is cause for not passing the course.

Thank you for taking this course.

P - Persist  O - Organize  S - Strive for Excellence  I - Stay Involved  B - Be Focused  L - Learn for Life  E - Emphasize Integrity