

## BUSAD110 : Human Relations In Business

### General Information

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Attachments:	DE Addendum_BUSAD_110 COR_09_01_2020 CoDE_09_26_2023.pdf
Course Code (CB01) :	BUSAD110
Course Title (CB02) :	Human Relations In Business
Department:	BUSAD
Proposal Start:	Spring 2025
TOP Code (CB03) :	(0506.30) Management Development and Supervision
CIP Code:	(52.0204) Office Management and Supervision.
SAM Code (CB09) :	Clearly Occupational
Distance Education Approved:	No
Will this course be taught asynchronously?:	No
Course Control Number (CB00) :	CCC000590053
Curriculum Committee Approval Date:	02/28/2024
Board of Trustees Approval Date:	04/16/2024
Last Cyclical Review Date:	02/28/2024
Course Description and Course Note:	BUSAD 110 aids present and future employees in understanding and applying human relations concepts to the business environment. Topics include attitude, morale, motivation, communication, business etiquette, productivity, ethics, customer service, diversity, conflict resolution, and leadership.
Justification:	Mandatory Revision
Academic Career:	<ul style="list-style-type: none"><li>Credit</li></ul>

### Academic Senate Discipline

Primary Discipline:	<ul style="list-style-type: none"><li>Business</li></ul>
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## Course Development

### Basic Skill Status (CB08)

Course is not a basic skills course.

Allow Students to Gain Credit by Exam/Challenge

### Course Special Class Status (CB13)

Course is not a special class.

### Pre-Collegiate Level (CB21)

Not applicable.

### Grading Basis

- Grade with Pass / No-Pass Option

### Course Support Course Status (CB26)

Course is not a support course

## Transferability & Gen. Ed. Options

### General Education Status (CB25)

Not Applicable

### Transferability

Transferable to CSU only

### Transferability Status

Approved

## Units and Hours

### Summary

**Minimum Credit Units (CB07)** 3

**Maximum Credit Units (CB06)** 3

**Total Course In-Class (Contact) Hours** 54

**Total Course Out-of-Class Hours** 108

**Total Student Learning Hours** 162

### Credit / Non-Credit Options

#### Course Type (CB04)

Credit - Degree Applicable

#### Noncredit Course Category (CB22)

Credit Course.

#### Noncredit Special Characteristics

No Value

#### Course Classification Code (CB11)

Credit Course.

Variable Credit Course

#### Funding Agency Category (CB23)

Not Applicable.

Cooperative Work Experience

Education Status (CB10)

### Weekly Student Hours

	In Class	Out of Class
Lecture Hours	3	6
Laboratory Hours	0	0
Studio Hours	0	0

### Course Student Hours

<b>Course Duration (Weeks)</b>	18
<b>Hours per unit divisor</b>	54
<b>Course In-Class (Contact) Hours</b>	
Lecture	54
Laboratory	0
Studio	0

<b>Total</b>	54
<b>Course Out-of-Class Hours</b>	
Lecture	108
Laboratory	0
Studio	0
<b>Total</b>	108

### Time Commitment Notes for Students

No value

### Units and Hours - Weekly Specialty Hours

Activity Name	Type	In Class	Out of Class
No Value	No Value	No Value	No Value

### Pre-requisites, Co-requisites, Anti-requisites and Advisories

#### Advisory

ESL141 - Grammar And Writing IV

##### Outcomes

- Use the targeted grammatical structures with at least 70% accuracy.

OR

#### Advisory

ENGL101+ - Introduction to College Reading and Composition

##### Objectives

- Find, evaluate, analyze, and interpret primary and secondary sources, incorporating them into written essays using appropriate documentation format.

### Entry Standards

Entry Standards

### Course Limitations

Cross Listed or Equivalent Course

## Specifications

### Methods of Instruction

Methods of Instruction                      Lecture

Methods of Instruction                      Discussion

Methods of Instruction                      Demonstrations

Methods of Instruction                      Multimedia

### Out of Class Assignments

- Individual written and oral assignments (e.g. reports, interviews, and oral presentations)
- Team assignments (e.g. group reports on effective oral presentations techniques)

### Methods of Evaluation

#### Rationale

Exam/Quiz/Test

Quizzes

Exam/Quiz/Test

Midterm examinations

Exam/Quiz/Test

Final examination

### Textbook Rationale

No Value

### Textbooks

Author	Title	Publisher	Date	ISBN
Barry L. Reece & Monique Reece	Effective Human Relations – Interpersonal and Organizational Applications - 13th edition	Cengage	2017	978130557 6162

### Other Instructional Materials (i.e. OER, handouts)

No Value

### Materials Fee

No value

# Learning Outcomes and Objectives

## Course Objectives

Explain why a positive attitude is essential to career success.

Apply techniques of effective listening in common workplace scenarios.

Describe factors that management is looking for in its employees.

## SLOs

### Identify reasons why human relations in business is important.

Expected Outcome Performance: 70.0

<i>BUSAD</i> Human Resources Assistant	Apply the principles and methods involved in the recruitment, selection and placement of employees with regard to affirmative action programs, training, experience and aptitudes.
<i>ILOs</i> Core ILOs	Communicate clearly, ethically, and creatively; listen actively and engage respectfully with others; consider situational, cultural, and personal contexts within or across multiple modes of communication.
<i>CABOT</i> Administrative Assistant - Certificate	The student will be able to use a variety of office procedures to perform such tasks as sorting mail, filing and processing documents; develop interpersonal skills to conduct and participate in job interviews, practice effective human relation skills in business, handle telephone conversations with ease, and develop skills to communicate more effectively with customers and other employees verbally.
<i>BUSAD</i> Entrepreneurship/Small Business	Understand and apply the business skills necessary to start or manage a successful small business.
<i>BUSAD</i> General Business - Certificate	Understand and apply the four P's of marketing, business law, investments, management, and marketing.
<i>BUSAD</i> General Business - A.S. Degree Major	Understand and apply the four P's of marketing, business law, investments, management, and marketing.
<i>CABOT</i> Administrative Assistant - A.S. Degree Major	Use a variety of office procedures to perform such tasks as sorting mail, filing and processing documents; develop interpersonal skills to conduct and participate in job interviews, practice effective human relation skills in business, handle telephone conversations with ease, and develop skills to communicate more effectively with customers and other employees verbally.

### Describe methods to improve ability to listen effectively.

Expected Outcome Performance: 70.0

<i>BUSAD</i> Human Resources Assistant	Apply the principles and methods involved in the recruitment, selection and placement of employees with regard to affirmative action programs, training, experience and aptitudes.
<i>ILOs</i> Core ILOs	Communicate clearly, ethically, and creatively; listen actively and engage respectfully with others; consider situational, cultural, and personal contexts within or across multiple modes of communication.
<i>CABOT</i> Administrative Assistant - Certificate	The student will be able to use a variety of office procedures to perform such tasks as sorting mail, filing and processing documents; develop interpersonal skills to conduct and participate in job interviews, practice effective human relation skills in business, handle telephone conversations with ease, and develop skills to communicate more effectively with customers and other employees verbally.
<i>CABOT</i> Administrative Assistant - A.S. Degree Major	Use a variety of office procedures to perform such tasks as sorting mail, filing and processing documents; develop interpersonal skills to conduct and participate in job interviews, practice effective human relation skills in business, handle telephone conversations with ease, and develop skills to communicate more effectively with customers and other employees verbally.

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<i>BUSAD</i> Human Resources Assistant	Apply the principles and methods involved in the recruitment, selection and placement of employees with regard to affirmative action programs, training, experience and aptitudes.
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<i>ILOs</i> Core ILOs	Communicate clearly, ethically, and creatively; listen actively and engage respectfully with others; consider situational, cultural, and personal contexts within or across multiple modes of communication.
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<i>CABOT</i> Administrative Assistant - Certificate	The student will be able to use a variety of office procedures to perform such tasks as sorting mail, filing and processing documents; develop interpersonal skills to conduct and participate in job interviews, practice effective human relation skills in business, handle telephone conversations with ease, and develop skills to communicate more effectively with customers and other employees verbally.
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<i>BUSAD</i> Entrepreneurship/Small Business	Understand and apply the business skills necessary to start or manage a successful small business.
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<i>BUSAD</i> General Business - A.S. Degree Major	Understand and apply the four P's of marketing, business law, investments, management, and marketing.
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<i>BUSAD</i> General Business - Certificate	Understand and apply the four P's of marketing, business law, investments, management, and marketing.
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<i>CABOT</i> Administrative Assistant - A.S. Degree Major	Use a variety of office procedures to perform such tasks as sorting mail, filing and processing documents; develop interpersonal skills to conduct and participate in job interviews, practice effective human relation skills in business, handle telephone conversations with ease, and develop skills to communicate more effectively with customers and other employees verbally.
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<i>ILOs</i> General Education	apply methodologies used by social and behavioral scientists  recall, analyze, and synthesize theories and real-world issues and topics related to social, political, and/or economic institutions
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**Identify ways in which organizations can enhance workforce diversity and inclusion.**

Expected Outcome Performance: 70.0

## Additional SLO Information

**Does this proposal include revisions that might improve student attainment of course learning outcomes?**

No

**Is this proposal submitted in response to learning outcomes assessment data?**

No

**If yes was selected in either of the above questions for learning outcomes, explain and attach evidence of discussions about learning outcomes.**

No Value

**SLO Evidence**

No Value

## Course Content

### Lecture Content

#### **Introduction to Human Relations (9 hours)**

- Importance of human relations in business
- Interpersonal skills in today's work world
- Employer and employee expectations

#### **Attitude and Relationships (10 hours)**

- Cultural differences
- Diversity, equity, inclusion, and accessibility at work
- Relationships with coworkers, clients, and supervisors
- Teamwork

#### **Business Etiquette (6 hours)**

- Telephone etiquette
- Technology etiquette
- Interpersonal etiquette

#### **Communications (12 hours)**

- Effective communication on the job
- Effective oral presentations
- Nonverbal communication
- Conversational skills in work situations
- Managing stress on the job
- Customer service

#### **Legal and Ethical Issues Related to Human Relations (8 hours)**

- Ethics in business
- Discrimination laws
- Sexual harassment
- Accessibility in written and verbal communication
- Unions and management
- Grievances, mediation, arbitration

#### **Leadership and Career Growth (9 hours)**

- Job preparation skills
- Interviewing
- Managing and leading others

**Total hours: 54**

## Additional Information

Is this course proposed for GCC Major or General Education Graduation requirement? If yes, indicate which requirement in the two areas provided below.

Yes

**GCC Major Requirements**

No Value

**GCC General Education Graduation Requirements**

Social Sciences

**Repeatability**

Not Repeatable

**Justification (if repeatable was chosen above)**

No Value

## Resources

**Did you contact your departmental library liaison?**

No

**If yes, who is your departmental library liaison?**

Aisha Conner-Gaten (Business, ESL-Credit)

**Did you contact the DEIA liaison?**

Yes

**Were there any DEIA changes made to this outline?**

Yes

**If yes, in what areas were these changes made:**

No Value

**Will any additional resources be needed for this course? (Click all that apply)**

No Value

**If additional resources are needed, add a brief description and cost in the box provided.**

No Value