

Course Outline for: BUSN 2100 Human Relations and Effective Teams**A. Course Description:**

1. Number of credits: 3
2. Lecture hours per week: 3
3. Prerequisites: None
4. Corequisites: None
5. MnTC Goals: None

The most successful companies leverage teams to consistently produce products, services, or processes that are often superior to anything an individual performer can produce. No matter what someone wants to do with their career, they will almost certainly be working with others in a team setting. Students will evaluate fundamental tools and concepts that impact the successful performance of teams, such as the stages of team development, conflict, and decision-making. Through analysis and reflection of previous and/or current team experiences, students will apply concepts to help them become better team leaders, team members, and individual contributors.

B. Date last reviewed/updated: December 2024**C. Outline of Major Content Areas:**

1. Personal behavior style profiles
2. Managing interpersonal relationships
3. Developing management strategies
4. Clarifying team roles and procedures
5. Communication Skills
6. Confronting and resolving conflict
7. Conducting self-assessments and correcting problem
8. Leadership issues
9. Career Development

D. Course Learning Outcomes:

Upon successful completion of the course, the student will be able to:

1. Differentiate between the various behavioral styles.
2. Develop appropriate strategies for various team decision-making situations.
3. Describe the traits of highly successful work teams.
4. Determine the reasons for variance in team performance.
5. Explain the basic concepts of team development (e.g. roles, identity and commitment).
6. Apply the concepts for confronting and resolving conflict.
7. Demonstrate how to conduct successful meetings.
8. Develop communications strategies that are effective for different behavioral types.

E. Methods for Assessing Student Learning:

Methods for assessment may include, but are not limited to, the following:

1. Tests
2. Case Studies
3. Written Exercises
4. Projects
5. Reports
6. Class Participation

F. Special Information:

None