

Common Course Outline for: BUSN2100 Human Relations and Effective Teams

A. Course Description

1. Number of credits: 3
2. Prerequisites: none
3. Co-requisites: none

Catalogue description: This course focuses on the importance of personal and group interrelationships within an organization with emphasis on human relations issues such as communication, problem solving, customer service, and team dynamics

B. Date last revised: June, 2018

C. Outline of Major Content Areas

Personal behavior style profiles
Managing interpersonal relationships
Developing management strategies
Clarifying team roles and procedures
Communication Skills
Confronting and resolving conflict
Conducting self-assessments and correcting problem
Leadership issues
Career Development

D. Course Learning Outcomes

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

1. Describe the strengths and weaknesses of the various behavioral styles.
2. Develop appropriate strategies for team decision making situations and negotiations.
3. Describe the traits of highly successful work teams.
4. Determine the reasons for team failure or success.
5. Explain the basic concepts of team development, roles, identity and commitment.
6. Apply the concepts for confronting and resolving conflict.
7. Demonstrate how to conduct successful meetings
8. Use effective communications strategies for the various behavioral types.

E. Methods for Assessing Student Learning

Can include:

Testing

Projects

Classroom activities and participation

Students should consult their course syllabus for specific grading policies.

F. Special Information : none