

OA 135 A - Human Relations in Business

2 Credits, 4 hours lecture

This course focuses on personality development for work. It is becoming increasingly evident that students need highly-developed human relations skills to be successful in the workplace. This course is designed to guide students through building and shaping their behavior so that they get along effectively with others in a business environment. The necessity for and the development of teamwork skills is emphasized throughout the course. Students will work in teams on community-oriented service projects of their choice. The importance of creative thinking and problem-solving skills for today's office professional is also stressed.

Prerequisites and/or co-requisites: None

Instructor

Cristina Rensmaag-Izaguirre
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Office Hours

Monday - Friday 12:00 p.m. – 12:50 p.m.

Hours of Instruction

Wednesday	10:00 a.m. – 11:50 a.m.	Computer lab S107
Friday	1:00 p.m. – 2:50 p.m.	Computer lab S107

Required Resources

Interpersonal Skills in Organizations. de Janasz, S., O. Dowd, K., & Z. Schneider, B. (2015). McGraw Hill Education, Fifth Edition. ISBN-13: 978-0-07-811280-5.

Other Resources

Binder

Course Outcomes

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

1. To help the adult learner develop an understanding of the importance of self-esteem and self-improvement as they relate to professional and personal success.
2. To further develop communication skills with emphasis on various speaking, listening, and conflict resolution skills that are appropriate to an office environment.
3. To recognize the impact of personal image on the image of an organization.
4. To gain understanding and insight into personality, attitudes, and behaviours.
5. To develop creative thinking, problem-solving, and teamwork skills and to make learners become aware of the importance of these skills in today's job market.
6. To set appropriate life and career goals.
7. To be able to choose appropriate behaviours for interacting with management, co-workers, and the public in a variety of workplace situations.
8. To further develop effective and efficient work habits and self-management skills and to help the learners develop a professional attitude and good work ethic.
9. To understand and demonstrate the value of diversity.
10. To increase learners' ability to contribute to organizations, their community, and their family.

Evaluation

Dress code.....	5%
In-class projects.....	20%
Assignments	15%
Quizzes.....	20%
Service Project.....	25%
Final exam.....	15%
Total.....	100%

A grade of C- is required for progression or transfer.

Grading System

Descriptor	Alpha Grade	4.0 Scale	OA %
<i>Excellent (90% - 100%)</i>	A+	4.0	99 – 100
	A	4.0	95 – 98
	A-	3.7	90 – 94
<i>Good (75% - 89%)</i>	B+	3.3	85 – 89
	B	3.0	80 – 84
	B-	2.7	75 – 79
<i>Satisfactory (60% - 74%)</i>	C+	2.3	70 – 74
	C	2.0	65 – 69
<i>Progression/ Minimum Pass</i>	C-	1.7	60 – 64
	D+	1.3	55 – 59
	D	1.0	50 – 54
	F	0.0	0 – 49

Proposed Schedule of Topics

Refer to *Tentative Schedule* for information on topic coverage.

Please note: Date and time allotted to each topic is subject to change.

Performance Requirements**Student Responsibilities**

It is your responsibility as a student to contact the Office of the Registrar to complete the forms for Withdrawal or Change of Registration, and any other forms. Please refer to the list of important dates as noted in the Academic Schedule in the Keyano College credit calendar.

More specific details are found in the Student Rights and Student Code of Conduct section of the Keyano College credit calendar. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Student Code of Conduct Policies.

Student Attendance

Class attendance is useful for two reasons. First, class attendance maximizes a student's learning experience. Second, attending class is a good way to keep informed of matters relating to the administration of the course (e.g., the timing of assignments and exams). Ultimately, you are responsible for your own learning and performance in this course.

It is the responsibility of each student to be prepared for all classes. Students who miss classes are responsible for the material covered in those classes and for ensuring that they are prepared for the next class, including the completion of any assignments and / or notes that may be due.

Academic Misconduct

Students are considered to be responsible adults and should adhere to principles of intellectual integrity. Intellectual dishonesty may take many forms, such as:

- Plagiarism or the submission of another person's work as one's own
- The use of unauthorized aids in assignments or examinations (cheating)
- Collusion or the unauthorized collaboration with others in preparing work
- The deliberate misrepresentation of qualifications
- The willful distortion of results or data
- Substitution in an examination by another person
- Handing in the same unchanged work as submitted for another assignment
- Breach of confidentiality.

The consequences for academic misconduct range from a verbal reprimand to expulsion from the College. More specific descriptions and details are found in the Student Rights and Student Code of Conduct section of the Keyano College credit calendar. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Student Code of Conduct Policies.

In order to ensure your understanding of the concept of plagiarism, you must successfully complete the online tutorial found on ilearn.keyano.ca. Then print the certificate, sign it, and show it to each of your instructors. Your course work will not be graded until you show this signed certificate.

Specialized Supports**Counselling and Accessibility Services**

Counselling Services provides a wide range of specialized counselling services to prospective and registered students, including personal, career and academic counselling.

SKILL Centre

The SKILL Centre is a learning space in the Clearwater Campus at Keyano College where students can gather to share ideas, collaborate on projects and get new perspectives on learning from our tutorial staff.

The SKILL Centre, through a variety of delivery methods, provides assistance in skill development to Keyano students. Assistance is provided by instructors, staff and student tutors. Individuals wishing to improve their mathematics, writing, grammar, study, or other skills, can take advantage of this unique service.