

BUA120: Human Relations in Business

BUA 120
Spring 2020

Number of Credits: 3.0
Days Class Meets: Friday's 07/13/20 to
08/29/20
Meeting Times: 5:30 pm

Location: Women's Huron Valley Correctional
Facility
Instructor: Amanda Swarhout
Contact Email: swarhoutamandal@jccmi.edu
Online: Internet Based Learning

Course Description

Effective human relations are an indispensable tool in developing a successful professional presence in today's world. Topics include self-understanding, as well as the understanding of others, motivation, productivity, morale, conflict and change, stress, ethics, diversity, goal setting, the power of positive reinforcement, image building, emotional control, assertiveness, effective communication and different leadership styles.

Prerequisite(s)

CIS 095, ENG 085, and ENG 090

Course Goals

Learn about the skills required to operate in today's dynamic businesses and gain new skills that you can use in your future business careers. Emphasis is placed upon communication and team dynamics. This knowledge can help you enhance your business career and your overall future success in today's business environment.

Course Objectives

- Identify what "human relations" means in the modern organization
- Recognize effective work habits and identify ways you can manage stress in your professional career
- Provide a review of how self-esteem, confidence, and motivation influence workplace behavior and emotions
- Reflect on how values and ethical behavior is needed in today's organizations
- Summarize the manner in which creativity and problem solving can benefit the organization
- Identify the relationship between communication, workplace relationships, and conflict in the professional setting
- Identify the role a leader has within the organization and how that leader contributes to workplace diversity

Textbook

- **Effective Human Relations: Interpersonal and Organizational Applications**
ISBN: 978-1-30557616-2
Authors: Reece & Reece
Edition: 13th
Cengage

Textbook will be disbursed by faculty at Women's Huron Valley Correctional Facility

Grading Procedure

Exact due dates for assignments, tests, exams, etc. are Located later in this course packet. Assignments submitted past the due date will receive a reduction in points of 50%. In addition, class participation will

be measured by your level of engagement during class and/or via the discussion questions. As applicable, it is expected that each student engages in discussion questions.

FINAL GRADE

The grade points assigned are estimates and subject to modification. Your final grade will be based on the points you earn on quizzes, assignments, class preparation and participation.

Your final grade in our course is directly related to your amount of effort in our course. Historically speaking, students that are engaged, prepared, complete assignments on time, and put forth effort for each quiz and assignment have done well in our course. Thus, your final grade is dependent on you. In addition, it is up to each student to keep track of our course calendar and any missing assignments. Missing assignments can severely influence your final grade and this effect may not be “seen” until the midterm or the final grade (see comments above).

Class Activities:

The list and descriptions below indicate the types of activities completed in our class. All of the course assignments and activities are posted within the course calendar and posted in the course packet. There are four times to retrieve class work; 07/22/20, 08/05/20, 08/17/20, & 08/31/20. The course calendar depicts what chapters and assignments are to be completed and the due date.

With very limited exceptions, early access to assignments will NOT be granted. Late assignments (written work only, does not include tests / quizzes or forums) will be accepted with a 50% deduction (FOR ANY REASON). For example, if you score a 90% for your assignment, your final grade would be inputted as a 45% for being late. If this is abused, I reserve the right to refuse late assignments.

Please note: All late work must be submitted no later than the 08/10/20 pick-up day. For example, if you missed an assignment in Week 2, you have until 08/10/20 to submit that assignment with the late penalty.

The listing below indicates how many points you earn for each activity:

- **PARTICIPATION / DISCUSSION QUESTIONS (up to 75 pts for the semester)**
 - Please note that this is nearly 10% of your final grade
 - It is expected that each student attend class. Therefore, attendance will be taken during the semester.
 - Class participation will be measured based on your competition of Discussion Questions.
 - Three discussion questions:
 - Complete these in groups of two or three people.
 - Follow individual discussion instructions in the Course Packet
 - Formatted:
 - First and Last in the upper right-hand corner of the page of each page of the assignment in the 1-inch margin of your paper. (Example First Name Last Name).
 - Date you completed the assignment below your name. (Example 07/06/20).
 - Class name (Example Friday Night BUA 120 Professor Swarthout).
 - Professional business etiquette is required.
 - Minimum one paragraphs consisting of 3 to 5 sentences providing an evaluation of your findings and how they are related to this course.
 - Grammatically correct paper is required.

- **HOMEWORK (up to 10 or 20 pts each)**
 - We will have assignments due during the course of the semester to reflect on your learning. These must be completed and will gauge your understanding of key concepts associated with the human element of contemporary business operations.

- All assignments will be submitted on paper to your instructor.
 - Critical thinking assignments, Below the Surface, and Try Your Hand (10 pts ea) – Each chapter will have one of these, a question will be presented to you and it is expected that you respond to the question. Your response should elaborate on the question and offer your own insight
 - Self-assessments (20 pts ea) – You will conduct multiple personal assessments throughout the semester. These assessments ask you to develop goals and strategies to achieve these goals. It is advised that you keep a record of your goals and strategies as these will play a role in your final essay.
- Required format details listed below. Points can be reduced for missing formatting aspects.
 - First and Last in the upper right-hand corner of the page of each page of the assignment in the 1-inch margin of your paper. (Example First Name Last Name).
 - Date you completed the assignment below your name. (Example 07/06/20).
 - Class name (Example Friday Night BUA 120 Professor Swarthout).
 - Professional business etiquette is required.
 - Minimum two paragraphs consisting of 3 to 5 sentences providing an evaluation of your findings and how they are related to this course.
 - Grammatically correct paper is required.
- **ESSAYS: SELF-ASSESSMENT REFLECTION (up to 25 or 75 pts)**
 - You will have two essays due this semester
 - Communication Style (25 pts) – You will perform an activity to identify your communication style. Specific directions can be found in Course packet.
 - Self-Assessment Reflection (75 pts) – You will submit a final paper to reflect on your self-assessments. Specifics can be found within Course packet
 - Your essays must be written academically, with the following:
 - Title page to isolated out on its own page and includes the following:
 - First and Last Name centered on the middle to lower quadrant of the paper. (Example First Name Last Name).
 - Date you completed the assignment below your name. (Example 07/06/20).
 - Class name (Example Friday Night BUA 120 Professor Swarthout).
 - Introduction, body with arguments, and conclusion (include these as headings on your paper that are centered on your page).
 - Relate your findings back to the textbook.
 - Reference page to be isolated on its own page (If you use no other references your textbook should be used as reference).
 - This should have a title at the top centered and called Reference.
- **EXAMS (100 pts each)**
 - We will have a mid-term and final exam that will cover all reviewed material.
 - Include your first and last name on each page of your Exam in the upper right-hand corner.
 - This is to ensure I receive all pages of your exam when you return it, so you can obtain full credit for your work.
 - Enter the letter of your answer on the line next to Select One: _____ for each question.
 - The exams are NOT a group project and should be completed by the student themselves.
 - Refrain from using the textbook and other supporting documents when completing the exams.
 - Submit your exams on the due dates listed in the course syllabus.

Activities: Tentative activities, which are subject to change:

Participation =	75
Homework =	370
Essays =	100
<u>Exams =</u>	<u>200</u>
Total =	745

Grading Scale

GPA	GRADE RANGE
4.0	93 - 100%
3.5	88 - 92%
3.0	82 - 87%
2.5	76 - 81%
2.0	70 - 75%
1.5	64 - 69%
1.0	58 - 63%
0.5	52 - 57%
0.0	0 - 51%

Academic Honesty Policy

Academic Honesty is defined as ethical behavior that includes student production of their own work and not representing others' work as their own, by cheating or by helping others to do so.

Plagiarism is defined as the failure to give credit for the use of material from outside sources.

Plagiarism includes but is not limited to:

- Submitting other's work as your own
- Using data, illustrations, pictures, quotations, or paraphrases from other sources without adequate documentation
- Reusing significant, identical or nearly identical portions of one's own prior work without acknowledging that one is doing so or without citing this original work (self-plagiarism)

Cheating is defined as obtaining answers/material from an outside source without authorization.

Cheating includes, but is not limited to:

- Plagiarizing in any form
- Using notes/books/electronic material without authorization
- Copying
- Submitting others' work as your own or submitting your work for others
- Altering graded work
- Falsifying data
- Exhibiting other behaviors generally considered unethical
- Allowing your work to be submitted by others

Failure

Anyone caught cheating on an assignment or quiz will receive a zero for that task. If caught cheating more than once, the student will receive a zero for the class. All academic dishonesty violations will be reported to the Dean of Occupational Education.

Course Management

It is the responsibility of each student to manage their progress through the course. If circumstances arise beyond the control of the student, it is imperative that the circumstances be communicated to the instructor. You should be monitoring your grade throughout the semester. Waiting until the final week or the day after the conclusion of our course is not the time to assess your overall performance. Finally, at the conclusion of our course it is unacceptable to ask for a "bump up" in your grade. If you monitor your own performance and do your best, a "bump up" is not required. Again, your success is up to you.

For course withdrawals, **it is ultimately the responsibility of the student to withdraw from the course.** Simply not attending class will not classify as a withdrawal. You should also contact your instructor when considering a withdrawal.

If you are unable to complete the course due to extenuating circumstances, please refer to your academic catalog for specific qualifications and details related to an "incomplete" grade.

Help

If you need help with a topic, start with your fellow classmates. Ask questions and learn from each other. If you still need help with a topic, please ask your instructor. I am here to help you and want you to succeed. Lastly, tutors (plus additional services for academic success) can be accessed by calling 796-8415 or by stopping by the Center for Student Success (see this link: <https://www.jccmi.edu/center-for-student-success/tutoring-center/>). Students requiring special assistance (including those affected by the Americans with Disabilities Act) should contact the Center for Student Success. This is the first step in acquiring the appropriate accommodations to facilitate your learning.

It is important to contact a Center for Student Success professional prior to the start of the semester in order to receive accommodations in a timely manner. While we will make every effort to coordinate accommodations in a timely manner, failure to self-identify prior to the start of the semester may delay notification to instructors and timeliness of acquiring accommodations. Accommodations do not automatically carry over to the next semester.

<https://www.jccmi.edu/center-for-student-success/accommodations-for-students-with-disabilities/>

Calendar

The course calendar is below.

Please note, calendar timelines and assignments are an approximation and could be changed. Your instructor will offer advance notice of any changes.

WEEK #	DATE	TOPIC	HOMEWORK
Week 1	Class date: July 13, 2020 Assignment Due date: July 22, 2020	Chapter 1: Introduction to Human Relations Chapter 2: Personal and Organizational Communications	<u>Week 1 Activities</u> Chapter 1 Critical Thinking Chapter 1: Self-Assessment Chapter 2: Critical Thinking Chapter 2: Self-Assessment Discussion Writing
Week 2	Class date: July 20, 2020 Assignment Due date: August 5, 2020	Chapter 3: Your Communication Style Chapter 4: Self-Esteem Chapter 5: Personal Values and Ethics	<u>Week 2 Activities</u> Chapter 3: Self-Assessment Chapter 4: Self-Assessment Chapter 5: Try Your Hand Essay: What is your Communication Style?
Week 3	Class date: July 27, 2020 Assignment Due date: August 5, 2020	Chapter 6: Attitudes Chapter 7: Motivation Chapter 8: Interpersonal Relations	<u>Week 3 Activities</u> Chapter 6: Critical Thinking Chapter 6: Self-Assessment Chapter 7: Self-Assessment Chapter 8: Try Your Hand Chapter 8: Self-Assessment Discussion Writing
Week 4	Class date: August 3, 2020 Assignment Due date: August 17, 2020	Chapter 9: Emotional Balance Chapter 10: Positive Energy Chapter 11: Your Professional Presence	<u>Week 4 Activities</u> Chapter 9: Self-Assessment Chapter 10: Critical Thinking Mid Term Chapter 11: Below the Surface Chapter 11: Self-Assessment
Week 5	Class date: August 10, 2020 Assignment Due date: August 17, 2020	Chapter 12: Team Building Chapter 13: Conflict and Difficult People	<u>Week 5 Activities</u> Chapter 12: Try your hand Chapter 12: Self-Assessment Chapter 13: Critical Thinking Chapter 13: Self-Assessment

			Discussion Writing
Week 6	Class date: August 17, 2020 Assignment Due date: August 31, 2020	Chapter 14: Personal and Work-Related Stress Chapter 15: Workforce Diversity and Inclusion	<u>Week 6 Activities</u> Chapter 14: Below the Surface Chapter 14: Self-Assessment Chapter 15: Below the Surface Chapter 15: Self-Assessment
Week 7	Class date: August 24, 2020 Assignment Due date: August 31, 2020	Chapter 16: Changing Roles Chapter 17: Effective Human Relations	<u>Week 7 Activities</u> Essay: Self-Assessment Reflection Final Exam

Important Dates: Fall 2018

DATE	EVENT
JULY 13, 2020	DAY AND EVENING CLASSES BEGIN
JULY 13 TO AUGUST 29, 2020	SEMESTER DATES
AUGUST 29, 2020	END OF SEMESTER
AUGUST 2020	GRADES DUE

Student Responsibilities

- Follow the requirements in the Academic Honesty document posted in this class.
- Read assigned chapters before coming to class.
- Assignments will be due in accordance with the course calendar.
- Attend all classes and be on time. If you are absent you are still responsible for all information presented and for turning in any assignments that are due.
- The student is responsible for the material covered in a missed class. Notify your instructor in advance if you are going to miss a class and make arrangements to make up any missed work.
- Participate in class activities and discussions in a responsible and considerate manner. Student discussion and questioning is required.
- View the grade book weekly and JC email account weekly. Grade issues must be reconciled within the same week of grade posting. Waiting until the end of the semester will not result in a grade change for any reason.
- Points are earned for learning, not for effort or best intentions.
- **All assignment must be legibly written.**
- Appropriate business talk and written work (grammar, spelling, and capitalization) are expected.

Attendance Policy

In compliance with Federal Title IV funding requirements, as well as college initiatives, reporting of student participation in classes will occur at three designated times each semester. Instructors will assign one of three non-transcribed letter symbols to each student during each reporting period (see below). Students identified as no longer participating will be dropped or administratively withdrawn from the class, and students identified as needing academic assistance will be contacted.

Participation/Progress Symbols

- H – The student is not doing acceptable work and needs **Help** to be successful.
- Q – The student has not participated and the instructor believes they have unofficially withdrawn (**Quit**). These students will be dropped/withdrawn from the class.
- V – The instructor **Verifies** that the student is participating and doing acceptable work.

Class will begin promptly at the scheduled time. For your safety, the door will be closed and locked. If you are late to class, you may knock on the door and your instructor will answer when convenient. It is strongly advised that you notify your instructor prior to the start of class if you are going to be late.

Attendance will be taken at the beginning of certain class sessions. Absent or late students will be marked accordingly.

Classroom Policy

Be respectful of your instructor and your peers. This is a learning community – and we all will learn something – so be positive and encouraging of those around you. Any behavior considered being disruptive, disrespectful, inappropriate, or threatening will be addressed by the instructor and/or security and/or the Dean of Students. Consequences may involve deduction of points/grade and/or may include removal from class.

In addition, cell phones and other electronic communication devices are not to be used during class for any type of communication or social media. I reserve the right to temporarily pause class if you are on your device.

How To Contact Your Instructor

Send an email to swarhoutamandal@jccmi.edu and if you want a reply it is necessary to:

1. Contact your Navigator to submit your question, submit a question to me through homework submissions dates and I will provide feedback as quickly as possible.
2. Put the course name and section in the subject line and include a few words to describe your email (e.g. BUA120 – Assignment question);
3. Use a greeting that includes my name and sign with your name;
4. Be sure to include a specific question and/or a message with complete information;
5. Use proper business etiquette and terminology in all of your email communications (i.e., no jargon or “text-like” communication);
6. Respond to me when you receive the message to ensure the message was delivered and understood.

These are common communication practices that demonstrate your good human relations skills and offer you the opportunity to practice your newly develop business acumen. Our Business Advisory Group of business leaders in the community expects that you will have these abilities.

Tips!!

- It may be surprising to learn how much of student **success depends directly upon you, the student.**
- Generally speaking, students who have come to class, submitted homework ON TIME, and prepared for each week’s tests have generally done well in the class. **This is not a guarantee, but your effort can significantly affect your final grade.**
- **Please read feedback offered for every assignment.** The intent is to learn from your assignments and improve throughout the semester. If you do not read the feedback, you may be making the same mistakes and having points deducted.
- **Do not wait until the last minute to submit work.** If you wait until 11:00pm ET to start your quiz, work on your homework, or complete your assignments and computer issues arise, you may be late in your submission. Remember, all late work will be penalized 50% regardless of reason. If you are able to complete your work early in the week, you can avoid the “it’s due tonight” stress. Please plan ahead now.
- **Use spell check** for all written assignments.
- **Find a “study buddy.”** Your “study buddy” will help to remind you of upcoming assignments and can serve as a class teammate to address ideas and concerns.
- We may not review every topic included in each chapter during our time together in the classroom. **It is your responsibility** to review the assigned readings to prepare for any quizzes and complete your assignments.
- **Writing and reading make up a significant portion of our class, especially for the online version of BUA120.** At times, talking and listening are replaced by reading and writing. If you do not like to read and find it difficult to write, this class, either in person or online, may not be for you.

- **Schedule a quiet place** for class three (3) times each week as well as studying.
- Talk with friends/employers about business topics we study to reduce study time and memorization as well as increase retention.
- **Due dates for all assignments are on the 7th day of each week by 11:59pm ET.** Please plan ahead now.

Grading Rubric

Grade	Evaluation
A	Student demonstrates full grasp of the subject area. Depth of answer is appropriate for type of question asked and necessary support and evidence is given for answer. Student shows excellent understanding of the material. High levels of analysis, synthesis and evaluations used. Answer is accurate, legible and organized for optimum communication and free of spelling and grammar mistakes.
B	Student demonstrates general understanding of the subject area but lacks advanced concepts. Student did not fully support answer with necessary facts and evidence but student shows a good understanding of the material. Moderate levels of analysis, synthesis and evaluations used. Answer is accurate with nominal level of errors in spelling, grammar, syntax or organization.
C	Student demonstrates peripheral knowledge of the subject but did not answer specific question. Student shows some understanding of the material but did not support answer with necessary facts and evidence. Significant level of errors in writing mechanics or organization.
D	Student's answer did not address question asked. Student made attempt at answer but missed the point of the question. Student's work meets bare minimum requirements in content and lacks some key understanding of the material. Document organization and/or mechanics are well below professional expectations.
F	Does not meet minimum requirements in content. Work shows little understanding of material. Grammar, structure and spelling are not on college level.

Caveat

The instructor reserves the right to amend this syllabus as deemed necessary and will communicate such amendment to the students in the course.