

BUA120: Human Relations in Business

Course number and section
Semester and Year

Number of Credits: 3.0
Days Class Meets: Online
Meeting Times: Online
Location: Online
Instructor: Stephen Young, PhD

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Office Hours: MWTh: 10 – 11am; MW: 1 – 4pm
Online: As req'd

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

- **Human Relations for Career and Personal Success: Concepts, Applications, and Skills**
ISBN: 9780134130408
Dubrin, Andrew
Edition: 11th
Pearson

Text Book Zero! Your course materials were included in the cost of your tuition and fees; therefore no textbook needs to be purchased. You will receive an email from the JC bookstore within two weeks of our course to activate your e-text.

Extras

You **must have** access to an Internet connected computer. You are also expected to have "**backup computer**" plans; at a friend's computer, a relative's computer, JC, or at a library. Establish computer plans in case your usual computer access is disrupted during the semester. The course will continue to move along regardless of whether your computer works or not. I provide instructional support, not computer support. It is your responsibility to establish and maintain technical connections. If your computer does not work for any period of time, **you are expected to find a way to do the work**.

Do you need access to the Microsoft suite of products for your assignments? You have access with your JC email account!

- Navigate to office365.com
- Click "for home"
- In the upper right, log in with your JC email
- Use your JC email to log in. The page will take you to a new link where you can type in your JC email password
- Click "sign in"
- Now click "word" or "powerpoint" (whichever program you need)
- Once you are done with your assignment, you can "save as", and then upload your word document to the JetNet link

Grading Procedure

Grades and all relevant information are available to students via the course JetNet site. Item points, weighting, and assignment due dates are all listed on the site.

Your grade will be based on the points you earn on assignments, tests, and class preparation and participation. The grade points assigned are estimates and subject to modification. Exact due dates for assignments, tests, exams, etc. will be announced in class and are included on the course calendar. In addition, class participation will be measured by your level of engagement during class and/or via the JetNet discussion board.

Please note: The accumulative percentage scores in JetNet can be inflated if you skip assignments because a zero will not be recorded until the midterm grading schedule and near the end of the course. Your grade may drop significantly when zeroes are submitted. That said, it is up to you to monitor assignments that you have not completed and ensure that all work has been submitted.

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 (to be completed in JetNet):

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 announcements section of JetNet. Generally, each assignment is due on the 7th day of each week. **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 14 days prior to the end of the semester. For example, if you missed an assignment in Week 2, you have until 14 days prior to the semester ending to submit that assignment with the late penalty.

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

- **WEEK 1 ACTIVITIES (up to 40 pts)**
 - More information on these activities will either be reviewed in class or will be sent to you via email.
- **ATTENDANCE / PARTICIPATION (up to 50 pts for the semester)**
 - Please note that this is nearly 10% of your final grade
 - Class participation will be measured by your attendance, level of engagement during class and/or participation in the discussion forum.
 - It is expected that each student attend class. Therefore, attendance will be taken at random points during the semester. Attendance during these periods will earn you points for attendance.
 - For classes with discussion forums, your participation is measured by your responses to your classmates' questions to your original post.
 - For classes without a discussion forum, your participation is measured by your overall participation in classroom discussions.
- **FORUMS (up to 10 pts ea)**
 - It is expected that each student engage in classroom discussions and/or discussion forums.
 - Each student should respond to the initial question posed by day 4 of the week and respond to at least two classmate responses by day 6. Students are expected to then respond to fellow classmates' questions by day 7. Responses should promote the conversation, not simply state your agreement.
 - Your initial post should be up to 250 words (the equivalent of one page) and your subsequent classmate responses should be up to 125 words.
 - **For your initial posts, your response should be constructed in an introduction, a body with arguments and added context, and a conclusion. For your classmate responses, you should state your agreement or disagreement and then offer justification for your position. Simply stating "good job" or "I agree" will not be given any credit and copying and pasting similar responses to multiple classmates will not be given credit.**
 - Proper online etiquette and professional business communication is required.
- **ASSIGNMENTS (25 pts ea)**
 - 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 to the JetNet link as word documents.
 - Each essay must be written academically, with the following:
 - Title page
 - Introduction, body with arguments, and conclusion
 - Reference page (as req'd)
- **CHAPTER TESTS (15 pts ea):**
 - Each chapter will have a test
 - You will have one attempt and 30 minutes for each test

Activities: Tentative activities, which are subject to change:

Week 1 =	40
Participation =	50
Forums =	80
Assignments =	175
Tests =	180
Total =	525

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.

Semester Start	BUA 120.150	Read & Study	Assignments <i>Located in JetNet</i> 50% Penalty for late work 7th day 11:55 PM submission time stamp
<i>18-Mar</i>	<i>Due Date</i>	<i>Human Relations for Career and Personal Success (11th ed)</i>	
Week 1	<i>24-Mar</i>	Ch1: Human Relations and You	Week 1 Activities Forum Ch1 Assignment Chapter 1 Quiz
Week 2	<i>31-Mar</i>	Ch16: Developing Good Work Habits Ch17: Managing Stress	Forum Ch16 Assignment Chapter 16 Quiz Forum
Week 3	<i>7-Apr</i>	Ch3: Self-Motivation and Goal Setting Ch4: Emotional Intelligence, Attitudes, & Happiness	Ch3 Assignment Chapter 3 Quiz Forum Chapter 4 Quiz
Week 4	<i>14-Apr</i>	Ch5: Values and Ethics Ch6: Problem Solving and Creativity	Forum Chapter 5 Quiz Ch6 Assignment Chapter 6 Quiz
Week 5	<i>21-Apr</i>	Ch7: Personal Communication Ch8: Communications in the Workplace	Forum Chapter 7 Quiz Ch8 Assignment Chapter 8 Quiz
Week 6	<i>28-Apr</i>	Ch10: Managing Conflict Ch13: Diversity and Cross-Cultural Competence	Ch10 Assignment Chapter 10 Quiz Forum Chapter 13 Quiz
Week 7	<i>5-May</i>	Ch11: Becoming an Effective Leader Ch12: Motivating Others	Forum Chapter 11 Quiz Ch12 Assignment Chapter 12 Quiz

Important Dates: Fall 2018

DATE	EVENT
JAN 14, 2019	DAY AND EVENING CLASSES BEGIN
JAN 14 – MAY 5, 2019	SEMESTER DATES
FEB 1, 2019	IN-SERVICE DAY. NO CLASSES
MAR 11 – 17, 2019	MID SEMESTER BREAK, NO CLASSES
MAY 5, 2019	END OF WINTER SEMESTER
MAY 7, 2019	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 encouraged.
- 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.
- **As applicable, all assignment must be typed using Times New Roman or Arial typeface, either 11 or 12 font size, double spaced, with references properly cited.**
- 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-transcripted 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 **H**elp to be successful.
- Q – The student has not participated and the instructor believes they have unofficially withdrawn (**Q**uit). These students will be dropped/withdrawn from the class.
- V – The instructor **V**erifies 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 youngstephenp@jccmi.edu and if you want a reply it is necessary to:

1. Use your JC email so that I know the request actually came from you. I can not respond to emails that do not originate from your JC email;
2. Put the course name and section in the subject line and include a few words to describe your email (e.g. BUAXxx.xx – 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.
- **The weekly time commitment for a three (3) credit online class to earn a 2.5 or higher:**
 - 3 - 5 hours completing the chapter reading
 - 1 hour for discussion forums
 - 1 hour for tests
 - Varied time during weeks with written assignments.
- **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 11:55pm 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.