

BUA120: Human Relations in Business

BUA120.I50

Winter 2021

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

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Office Hours: Online

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

Text Book Zero!

Follett Access! Please review the cost of your required materials at the following link to determine the best option for you to purchase your materials:

<https://www.bkstr.com/jacksonstore>

For more information on the Follett ACCESS Program, you can view the frequently asked questions here: <https://www.jccmi.edu/bookstore/student-services-follett-access/>.

If after reviewing the costs, you choose to opt out, you may do so here: www.jccmi.edu/optout. Please note your opt out selection is for your entire semester schedule. You cannot opt out and opt in to individual courses. And you must opt out by the due date for your first class.

Class Starts On:	Opt Out Date:
January 11, 2021	January 14, 2021
February 15, 2021	February 18, 2021
March 15, 2021	March 18, 2021
March 30, 2021	April 2, 2021

If you have questions about materials, please contact the Jackson College Follett bookstore at jackson@bkstr.com. For account billing questions, please contact the Jackson College Cashier at jccashier@jccmi.edu.

If you choose to opt out, this is a CENGAGE UNLIMITED eligible course., which may reduce textbook costs. Learn more about subscriptions here: <https://www.cengage.com/unlimited/>

Once you determine the subscription length that best fits your needs, printed copies of this text are available for rent from the JC bookstore or directly through Cengage.

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 you 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.

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. As applicable, it is expected that each student engage in classroom discussions and/or discussion forums. For the online discussion forums and when a question is posed (will be announced via the course announcements page), each student should respond to the initial question posted and respond to at least two classmate responses. Your response should promote the conversation, not simply state your agreement. Proper online etiquette and professional business communication is required.

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 will be accepted with a 50% deduction (UNLESS PROPER DOCUMENTATION IS PROVIDED).** 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 7 days prior to the end of the semester. For example, if you missed an assignment in Week 2, you have until 7 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 20 pts)**
 - More information on these activities will either be reviewed in class or will be sent to you via email.
- **HOMEWORK (10 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.
 - Self-assessments - 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.
 - Proper online etiquette and professional business communication is required.
- **ESSAYS: SELF-ASSESSMENT REFLECTION (50 pts ea)**
 - You will have two essays due this semester

- Communication Style (50 pts) – You will perform an activity to identify your communication style. Specific directions can be found in JetNet.
- Self-Assessment Reflection (50 pts) – You will submit a final paper to reflect on your self-assessments. Specifics can be found within JetNet.
- o Your essays must be written academically, with the following:
 - Title page
 - Introduction, body with arguments, and conclusion
 - Reference page (as req'd)
- **EXAMS (100 pts ea)**
 - o We will have a mid-term and final exam that will cover all reviewed material. I will provide more information on these exams during our course.

Activities: Tentative activities, which are subject to change:

Week 1 =	20
Homework =	100
Essays =	100
<u>Exams =</u>	<u>200</u>
Total =	420

Grading Scale

<u>GPA</u>	<u>GRADE RANGE</u>
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 Business and Human Services.

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 <i>11-Jan</i>	BUA 120.150 <i>Due Date</i>	Read & Study <i>Effective Human Relations, 13 ed.</i>	Assignments <i>Located in JetNet 50% Penalty for late work 7th day 11:59 PM submission time stamp</i>
Week 1	17-Jan	Ch1: Introduction to Human Relations Ch2: Personal and Organizational Communications	Week 1 Activities Ch1 Self Assessment Ch2 Self Assessment
Week 2	24-Jan	Ch3: Your Communication Style Ch4: Self-Esteem Ch5: Personal Values and Ethics	Ch3 Self Assessment Ch4 Self Assessment Essay: What is your communication style?
Week 3	31-Jan	Ch6: Attitudes Ch7: Motivation Ch8: Interpersonal Relations	Ch6 Self Assessment Ch7 Self Assessment Ch8 Try Your Hand Ch8 Self Assessment
Week 4	7-Feb	Ch9: Emotional Balance Ch10: Positive Energy Ch11: Your Professional Presence	Ch9 Self Assessment Mid-Term Exam Ch11 Self Assessment Ch11 Below the Surface
Week 5	14-Feb	Ch12: Team Building Ch13: Conflict and Difficult People	Ch12 Self Assessment Ch13 Self Assessment
Week 6	21-Feb	Ch14: Personal and Work-Related Stress Ch15: Workforce Diversity and Inclusion	Ch14 Self Assessment Ch14 Below the Surface Ch15 Self Assessment
Week 7	28-Feb	Ch16: Changing Roles Ch17: Effective Human Relations	Essay: Self-Assessment Reflection Final Exam

Important Dates: Winter 2021

DATE	EVENT
JAN 11, 2021	DAY AND EVENING CLASSES BEGIN
JAN 18, 2021	MARTIN LUTHER KING JR. DAY – NO CLASSES
FEB 28, 2021	END OF SEMESTER
MAR 8 – 14, 2021	MID-SEMESTER BREAK

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.
- **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 be recorded throughout the semester. 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.

PLEASE NOTE: If you do not log into our JetNet class by Day 3 of our first week, you may be dropped from our course.

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.

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.
- **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.