



**HRPO 1311**

**Human Relations**

### **Instructor Information**

Name: Dr. Jacqueline Gilliard (DR. G)

Email: [jgiiliard@com.edu](mailto:jgiiliard@com.edu)

Phone: 713-203-5185

Virtual hours: 10 – 4 pm

### **Required Textbook**

*Effective Human Relations: Interpersonal and Organizational Implications* 13e or 14e

Reece, Brandt, & Howe ISBN-13:978-1-133-96083-6 ISBN-10: 1-133-96083-9

Text books - Inclusive textbook is required for this course.

### **Textbook Purchasing Statement**

A student attending College of the Mainland is not under any obligation to purchase a textbook from the college-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.

### **Course Description**

This course introduces the practical application of interpersonal skills, and the importance of utilizing those skills in the workplace. Students are presented with opportunities to become more effective, discerning, ethical, flexible, perceptive, and understanding in both professional and personal endeavors. Special attention is given to appropriate communication skills, diversity awareness, teamwork, and job-seeking skills that are applicable in both the workplace and the communities in which they live and serve.

### **Course Communication**

In this course we will communicate via the course email within Canvas, discussion forums and announcements,

- To communicate directly with Instructor, *course email* should be used; emails will be returned with 24 hours on Monday-Friday. Emails sent on Friday will not be returned until Monday by 5pm.
- When Instructor needs to communicate with the entire class, *Announcements* will be used
- For student collaboration and conversations, *Discussion forums* will be used

## Course Information

### Student Learner Outcomes

Upon successful completion of this course, students will:

- Evaluate human relations including diversity, attitudes, self-esteem, and interpersonal skills to promote career success; This course level outcome maps to Critical Thinking Skills
- Identify the causes and effects of stress in the workplace; This course level outcome maps to Teamwork Skills
- Identify individual and group communication and decision-making skills; This course level outcome maps to Communication Skills
- Analyze how theories of motivation and human behavior impact strategies of change management

### General Education Core Objectives

Students successfully completing this course will demonstrate competency in the following

- General Education Core Objectives:
- Critical Thinking Skills – to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
- Teamwork Skills-to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal
- Communication skills – to include effective written, oral, and visual communication

### Table Mapping SLO's, Core Objectives and Assignments

Student Learner Outcome	Maps to Core Objective	Assessed via this Assignment
Evaluate human relations including diversity, attitudes, self-esteem, and interpersonal skills to promote career success	Critical Thinking Skills	Discussion Posts and writing assignments
Identify the causes and effects of stress in the workplace	Teamwork	Discussion Posts and writing assignments
Identify individual and group communication and decision-making skills	Communication skills	Discussion Posts and writing assignments
Analyze how theories of motivation and human behavior impact strategies of change management	Critical Thinking Skills	Discussion Posts and writing assignments

## **Course Policies & Guidelines**

**Attendance:** Students are expected to log in to the class at least *three times per week (different days/dates)*

Late Work is generally not accepted but the instructor reserves the right to approve late work on a case by case basis. Preference is given to situations where the issue is addressed *prior* to the deadline of the submission.

**\* Late written assignments are accepted up to 7 days late for a 10% deduction. Late written assignments submitted after 7 days will receive a '0'.**

**\*No late discussions are accepted.**

Make-Up Work -There is no Make-up work in the class.

Student Concerns & Questions Statement: If you have a problem in this class, please discuss the issue with the instructor first. If I cannot resolve the problem with you, your next step would be to contact the Department Chair, Katherine Schroeder at 409-933-8552 or [kschroeder4@com.edu](mailto:kschroeder4@com.edu).

## **Course Requirements**

This course is divided into the following six parts (areas of study):

- 1) Human Relations: The key to personal growth and career success (Ch 1-2)
- 2) Career success begins with knowing yourself (Ch 3-7)
- 3) Personal strategies for improving human relations (Ch 8-11)
- 4) If we all work together (Ch 12-13)
- 5) Special challenges in human relations (Ch 14-16)
- 6) You can plan for success (Ch 17)

**Assignments:** Your textbook is your *primary* resource and acts as a field manual to the world of human relations in the workplace. Generally, the assignments will require a written response (using WORD, PowerPoint and possible Excel) and college level writing is required.

For assistance in understanding the aspects of college level writing, please review the College Writing Guide found here <https://www.onlinecolleges.net/for-students/academic-writing-guide/> paying close attention to the section on citations as all writing will require citations to validate your research.

**Discussion Forums:** These are meant to keep you engaged in the class weekly, and an opportunity to apply the material to real world scenarios. The discussion posts should be easily completed in 1-2 paragraphs. The content should show the application of knowledge learned through reading the textbook, drawing on life experiences, drawing on professional experiences, and a small amount of research. This also allows you the opportunity to “check in” at least a couple times a week and engage with your classmates who could potentially be your future colleagues or business partners. Be sure to respond to 2 others classmates in each discussion. Short words and/or phrases such as, “I agree” and “good point” do not qualify as discussion responses. Think of how you would respond if we were in a classroom environment and engaging in conversation.

**Discussion Forums:** The original discussion forum post must be posted by Thursday at 11:59 p.m. CT of each Week with Peer Responses to 2 other classmates posted by Sunday 11:59 p.m. CT.

**Quizzes:** Will be used to reinforce your Chapter learning on key terms and how to apply them. They will consist of fill in the blank, multiple choice, matching, and essay questions.

**Project 1:** Communication Style Assignment: This covers chapters 1-3 in the textbook. In this assignment you will solicit help from your friends, family, and co-workers to determine your Sociability style, Dominance style, and then your Communication style. Submission of this assignment must include all documents used for ratings. This assignment maps directly to the Critical Thinking Skills and Communication Skills Core Objectives. Instructions and details found in Canvas; Assignments & Projects Content area.

**Project 2:** Life Plan Assignment: A final life plan assignment will be due near the end of the semester. See schedule of activities for exact deadlines. In this assignment, you will plan your career and family life in three-year increments. Special consideration will be given on your career and how you will take the proper steps to make your career flourish. Special attention will also be given to the financial aspects of having a family and how you will fund the major financial obligations in your life. Instructions and details found in Canvas; Assignments & Projects Content area.

### Grading Formula

Assignments (10) (100 or 150 points each)	1050 points
Discussion forum (12) (50 points each)	600 points
Quizzes over key terms (2) (200 points each)	400 points
Project 1 Assignment	250 points
Project 2 Assignment	250 points
Total points possible	2550 Points

### Grading Scale

The final grade will be based on the following scale:

- A = 2295 – 2550 points
- B = 2040 – 2294 points
- C = 1785 – 2039 points
- D = 1530 – 1784 points
- F = <1530 points

It is the standard policy that all minimum requirements as specified in this document must be met, on schedule, in order to earn the appropriate grade for the course. Assignments will be graded generally within five business days of the due date with the exception of the week after Thanksgiving. Please do not request extra credit work but instead focus on completing the work that has been developed and assigned for the course.

## COURSE SCHEDULE OF ACTIVITIES:

- All weeks begin on **Monday** (unless the college is closed for a national holiday).
- All gradable activities for the week must be submitted via Canvas no later than 11:59pm on Sunday of that week.

Week	Activity (do these things)	Due Date	Possible Points:
<b>Week 1</b> <b>08/28/23</b>	<ul style="list-style-type: none"> <li>• Read Chapters 1 &amp; 2</li> <li>• Complete Intro &amp; Chapter 1 Discussion Forum</li> <li>• Complete Chapter 2 Assignment</li> </ul>	09/03/23	Discussion: 50 points Assignment: 100 points
<b>Week 2</b> <b>09/04/23</b>	<ul style="list-style-type: none"> <li>• Read Chapter 3</li> <li>• Complete Chapter 3 Discussion Forum</li> <li>• Complete Chapter 3 Assignment</li> </ul>	09/10/23	Discussion: 50 points Assignment: 100 points
<b>Week 3</b> <b>09/11/23</b>	Project 1 due	09/17/23	Project : 250 points
<b>Week 4</b> <b>09/18/23</b>	<ul style="list-style-type: none"> <li>• Read Chapter 4</li> <li>• Complete Chapter 4 Discussion Forum</li> <li>• Complete Chapters 1-4 Assignment</li> </ul>	09/24/23	Discussion: 50 points Assignment: 100 points
<b>Week 5</b> <b>09/25/23</b>	<ul style="list-style-type: none"> <li>• Read Chapter 5</li> <li>• Complete Chapter 5 Discussion Forum</li> <li>• Complete Chapter 5 Assignment</li> </ul>	10/01/23	Discussion: 50 points Assignment: 100 points
<b>Week 6</b> <b>10/02/23</b>	<ul style="list-style-type: none"> <li>• Read Chapter 6</li> <li>• <i>Quiz 1</i> due (covers Chapters 1 – 6)</li> </ul>	10/08/23	Quiz 1: 200 points
<b>Week 7</b> <b>10/09/23</b>	<ul style="list-style-type: none"> <li>• Read Chapters 7 &amp; 8</li> <li>• Complete Chapter 7 Discussion Forum</li> <li>• Complete Chapter 8 Assignment</li> </ul>	10/15/23	Discussion: 50 points Assignment: 100 points
<b>Week 8</b> <b>10/16/23</b>	<ul style="list-style-type: none"> <li>• Read Chapter 9</li> <li>• Complete Chapter 9 Discussion Forum</li> <li>• Complete Chapters 1-9 Assignment</li> </ul>	10/22/23	Discussion: 50 points Assignment: 150 points
<b>Week 9</b> <b>10/23/23</b>	<ul style="list-style-type: none"> <li>• Read Chapter 10</li> <li>• Complete Chapter 10 Discussion Forum</li> <li>• Complete Chapter 10 Assignment</li> </ul>	10/29/23	Discussion: 50 points Assignment: 100 points

<b>Week 10</b> <b>10/30/23</b>	<ul style="list-style-type: none"> <li>• Read Chapter 11</li> <li>• Complete Chapter 11 Discussion Forum</li> <li>• Complete Chapter 11 Assignment</li> </ul>	11/05/23	Discussion: 50 points Assignment: 100 points
<b>Week 11</b> <b>11/06/23</b>	<ul style="list-style-type: none"> <li>• Read Chapters 12 &amp; 13</li> <li>• Complete Chapter 12 Discussion Forum</li> <li>• Complete Chapter 13 Assignment</li> </ul>	11/12/23	Discussion: 50 points Assignment: 100 points
<b>Week 12</b> <b>11/13/23</b>	<ul style="list-style-type: none"> <li>• Read Chapters 14</li> <li>• Complete Chapter 14 Discussion Forum</li> <li>• Complete Chapter 14 Assignment</li> </ul>	11/19/23	Discussion: 50 points Assignment: 100 points
<b>Week 13</b> <b>11/20/23</b>	<ul style="list-style-type: none"> <li>• Quiz 2 due (covers Chapters 7 – 14)</li> </ul>	11/22/23	Quiz 2: 200 points
<b>Week 14</b> <b>11/23/23</b>	<ul style="list-style-type: none"> <li>• Read Chapters 15</li> </ul> <p>Thanksgiving Week</p>	11/26/23	Chapter 15 Discussion Forum will be due next week
<b>Week 15</b> <b>12/02/23</b>	<ul style="list-style-type: none"> <li>• Read Chapters 16</li> <li>• Complete Chapter 15 Discussion Forum</li> </ul>	12/10/23	Discussion: 50 points
<b>Week 16</b> <b>12/12/23</b>	<ul style="list-style-type: none"> <li>• Read Chapter 17</li> <li>• Project 2 due by THURSDAY 12/15/23 @ 12noon!</li> </ul>	<b>12/15/23</b>	Project: 250 points

### Success Tips for Students

#### *Professionalism*

Success in one's career is almost as dependent on professional behavior as on one's academic knowledge and abilities. Therefore, students are expected to exhibit professional behavior in Canvas as well as all activities with this course. Professional behavior includes:

#### *Dependability*

The student meets assignment deadlines, follow-through to completion of all responsibilities, and be accountable for outcomes.

*Effective interpersonal and team skills* – The student relates well to people, shows respect to others, deals tactfully and effectively with others, influences as opposed to directs, provides constructive criticism without altering others, negotiates or mediates when appropriate, exhibits openness to new ideas, and demonstrates a positive attitude.

*Ethical conduct* – The student maintains honesty, integrity, and confidentiality of patient provider, fellow student and college information.

*Three Prior to Me:*

The Business and Computer Technologies faculty encourages students to problem-solve, work as a team as well as utilize available resources. In order to develop these skills, we will employ the “Three Prior to Me” process. This means that before you contact the instructor with a course-related question, you should attempt to find the information in three other places. For instance, if you are unsure about the meaning of a term used in the course, you would attempt to locate this information in three places prior to asking the instructor. Hence, you might do a Google search for the term, ask a classmate, and refer to your text book. Instructors will question you regarding what research methods you utilized to locate information on your own. This process is not meant to be a barrier to you, but instead to provide the following benefits:

1. -preparation for the workforce
2. -increased research skills
3. -instructors will have more time to provide feedback and interact with students

**Technology Outage**

Occasionally the College may experience emergency technology outages. In case of an emergency technology outage that is campus-wide, students will have an opportunity to submit assignments as long as they were submitted within the newly designated due date that will be posted as an “Announcement.” In case of a personal technology issue or if you have questions about an assignment or need clarification of requirements, you are expected to contact the instructor. The College has a number of computer labs so that access to technology needed to complete assignments should not be an issue.

**Classroom Conduct**

College of the Mainland requires that students enrolled at COM be familiar with the Standards of Student Conduct, which can be found in the online Student Handbook. <http://www.com.edu/student-services/student-handbook.php>. Students should act in a professional manner at all times. Disruptive students will be held accountable according to college policy. Any violations of the Code of Conduct will result in a referral to the Office for student Conduct and may result in dismissal from this class.

**Academic Dishonesty**

Any incident of academic dishonesty will be dealt with in accordance with college policy and the Student Handbook. Academic dishonesty – such as cheating on exams is an extremely serious offense and will result in a grade of zero on that exam and the student will be referred to the Office of Student Conduct for the appropriate disciplinary action.

**Plagiarism**

Plagiarism is using someone else’s words or ideas and claiming them as your own. Plagiarism is a very serious offense. Plagiarism includes paraphrasing someone else’s words without giving proper citation, copying directly from a website and pasting it into your paper, using someone else’s words without quotation marks. Any assignment containing any plagiarized material will receive a grade of zero and the student will be referred to the Office of Student Conduct for the appropriate disciplinary action.

## **Institutional Policies and Guidelines**

**Grade Appeal Process:** Concerns about the accuracy of grades should first be discussed with the instructor. A request for a change of grade is a formal request and must be made within six months of the grade assignment. Directions for filing an appeal can be found in the student handbook [Student Handbook 2023-2024 v2.pdf](#). *An appeal will not be considered because of general dissatisfaction with a grade, penalty, or outcome of a course. Disagreement with the instructor's professional judgment of the quality of the student's work and performance is also not an admissible basis for a grade appeal.*

**Academic Success & Support Services:** College of the Mainland is committed to providing students the necessary support and tools for success in their college careers. Support is offered through our Tutoring Services, Library, Counseling, and through Student Services. Please discuss any concerns with your faculty or an advisor.

**ADA Statement:** Any student with a documented disability needing academic accommodations is requested to contact Kimberly Lachney at 409-933-8919 or [klachney@com.edu](mailto:klachney@com.edu). The Office of Services for Students with Disabilities is located in the Student Success Center.

**Counseling Statement:** Any student needing counseling services is requested to please contact Holly Bankston in the student success center at 409-933-8520 or [hbankston@com.edu](mailto:hbankston@com.edu). Counseling services are available on campus in the student center for free and students can also email [counseling@com.edu](mailto:counseling@com.edu) to set up their appointment. Appointments are strongly encouraged; however, some concerns may be addressed on a walk-in basis.

**Withdrawal Policy:** Students may withdraw from this course for any reason prior to the last eligible day for a "W" grade. Before withdrawing students should speak with the instructor and consult an advisor. Students are permitted to withdraw only six times during their college career by state law. The last date to withdraw from the 1st 8-week session is October 6. The last date to withdraw from the 16-week session is November 19. The last date to withdraw for the 2nd 8-week session is December 2.

**FN Grading:** The FN grade is issued in cases of failure due to a lack of attendance, as determined by the instructor. The FN grade may be issued for cases in which the student ceases or fails to attend class, submit assignments, or participate in required capacities, and for which the student has failed to withdraw. The issuing of the FN grade is at the discretion of the instructor. The last date of attendance should be documented for submission of an FN grade.

**Early Alert Program:** The Student Success Center at College of the Mainland has implemented an Early Alert Program because student success and retention are very important to us. I have been asked to refer students to the program throughout the semester if they are having difficulty completing assignments or have poor attendance. If you are referred to the Early Alert Program you will be contacted by someone in the Student Success Center who will schedule a meeting with you to see what assistance they can offer in order for you to meet your academic goals.

**COVID-19 Statement:** All students, faculty, and staff are expected to familiarize themselves with materials and information contained on the College of the Mainland's Coronavirus Information site at [www.com.edu/coronavirus](http://www.com.edu/coronavirus). In compliance with Governor Abbott's May 18 Executive Order, face coverings/masks will no longer be required on COM campus. Protocols and college signage are being updated. We will no longer enforce any COM protocol that requires face coverings. We continue to encourage all members of the COM community to distance when possible, use hygiene measures, and get vaccinated to protect against COVID-19. Please visit [com.edu/coronavirus](http://com.edu/coronavirus) for future updates.