

BA 285 – Human Relations-Organizations

Summer 2013, 32655

Class: Mondays & Wednesdays, 3:30-4:50 June 24-September 4 PCC-SE Center Tabor 115

Instructor: Tanya Batazhan, MBA; Doctoral Candidate

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Office Hours: contact to arrange

REQUIRED TEXT

Lamberton, LH., & Minor L. (2010). *Human Relations: Strategies for Success*. 4th Edition. McGrawHill. ISBN 978-0-07-337704-9

COURSE DESCRIPTION

This course explores interactions in organizations by examining human perceptions, communications, small group dynamics and leadership. It includes dynamics of change, cultural diversity, substance abuse, work stress, ethics and social responsibility, and the challenges of globalization.

COURSE OBJECTIVES

At the completion of the course, students will be able to:

1. Understand the importance of human relations and the value of persons in organization.
2. Demonstrate an understanding of the developing of self-esteem and motivation, its effect on productivity, and develop a personal plan for improvement.
3. Demonstrate an understanding of the development of personal attitudes and how to change them by developing a personal action plan for improvement.
4. Understand the elements of and need for communication skills and identify ways to improve it.
5. Identify different types of work teams and explain the importance of teamwork as productive approach.
6. Understand and explain the elements of leadership and different leadership styles and its impact on organization.
7. Understand and explain stages of personal change and models of organizational change.
8. Describe a variety of stress-reduction techniques and design a personal plan to decrease stress and increase personal productivity.
9. Understand and explain the value of diversity in organizations and identify ways to utilize it for organizational success.
10. Identify and explain the issues of organizational health, ethics, social responsibility, and globalization.
11. Understand and explain employee discipline and the right to privacy.
12. Understand and explain opportunities and challenges facing organizations in a global economy.
13. Develop a personal written action plan for making identified changes to improve human relations skills.

ASSIGNMENTS

CLASS ATTENDANCE AND PARTICIPATION

This is a highly interactive class and your attendance and participation are vital for your learning and success in this class. This class has a dynamic format, which includes discussions, teamwork, role-play, adhoc small group presentations, etc. You can expect to be called on during class discussions to express your views and opinions on assigned readings, articles, and homework assignments.

HOMEWORK

Chapter reading and questions or activities for reflection are shown on the attached Course Schedule indicating when materials will be discussed in class. Responses to homework questions will inform class discussions. Some homework assignments will be due at the beginning of the class on specified dates. Late assignments will be downgraded by half.

The instructor reserves the right to change dates and assignments and it is students' responsibility to recognize changes to the schedule.

ARTICLE PRESENTATION

Each student will have an opportunity for a short (5-7 minutes) article presentation on any topic related to human relations issues. Potential topics for presentation will be shared on a first day of class along with specific guidelines for presentation and potential academic sources for article publication.

RESEARCH PRESENTATION

In a small team of 3-4 people, you will be required to prepare a 20 minutes interactive presentation/learning unit. Your instructor will provide a list of topics you can choose from. More details will follow during the third week of the term.

PERSONAL PORTFOLIO

Through completion and collection of research assignments, homework, and class activities, you will be able to create your own learning portfolio, which will consist of all your assessments, reflections on those assessments and a personalized improvement plan, which identifies areas you would like to focus on for improvement and/or further understanding. More details will follow during the third week of the term.

COURSE GRADE

<i>Activities</i>	<i>Points</i>
Homework assignments – Reflection Papers (15@ 10 pts each)	220
Article Presentation	20
Research project presentation	100
Personal Portfolio and Improvement Plan	160
Attendance & Class Participation	100
Total points	600

A=90%	540+ pts
B=80%	480+ pts
C=70%	420+ pts
D=60%	360+ pts

PCC REGISTRATION/DROP POLICY

Students may attend this course only if registered. Students, who are unable to attend, must drop the course online or through the registration office. To have the tuition chargers removed, the course must be dropped by the student before the drop deadline posted on MyPCC. Students who never attend, or stop attending without dropping may receive a W or failing grade and will be required to pay for the course.

ADA ACCOMODATIONS

PCC encourages students who have disabilities to contact Disability Services Office for assistance in requesting classroom accommodations. Please make arrangements with me during the first week of the term to discuss any accommodations you may require.

ACADEMIC INTEGRITY POLICY

Students of Portland Community College are expected to behave as responsible members of the college community and to be honest and ethical in their academic work. PCC strives to provide students with the

knowledge, skills, judgment and wisdom they need to function in society as educated adults. To falsify or fabricate the results of one's research; to present the words, ideas, data, or work of another as one's own; or to cheat on an examination corrupts the essential process of higher education and can result in failing grade for the course.

Guidelines for Academic Integrity

Students assume full responsibility for the content and integrity of the coursework they submit. The following are guidelines to assist students in observing academic integrity:

1. Students must do their own work and submit only their own work on examinations, reports, and projects, unless otherwise permitted by the instructor. Students are encouraged to contact their instructor about appropriate citation guidelines.
2. Students may benefit from working in groups. They may collaborate or cooperate with other students on graded assignments or examinations as directed by the instructor.
3. Students must follow all written and/or verbal instructions given by instructors or designated college representatives prior to taking examinations, placement assessments, tests, quizzes, and evaluations.
4. Students are responsible for adhering to course requirements as specified by the instructor in the course syllabus.

Class	Topics/Activities	Homework
Monday, June 24	Orientation and introduction Chapter 1: Human Relations Background	☺ ☺ ☺ Read syllabus
Wednesday, June 26	Chapter 2: Self-Concept and Self-Esteem in Human Relations	-Read Chapters 1&2 -Chapter 1-Q10 ½ page response
Monday, July 1	Chapter 3: Self-Awareness and Self-Disclosure	-Chapter 2: Working it out 2.1, 2.2-complete and write a ½ page reflection summary -Chapter 2-Q4 & Q5 ½ page response for each -Read Chapter 3
Wednesday, July 3	Reflections on Chapter 3: Self-Awareness and Self-Disclosure- wrap up Article Presentation Discuss Research Presentations –Organize Teams, Select Topics	- #4 Self-Assess and Apply (p.49) complete and write a ½ page reflection summary -Complete Exercise 3.2 (p.56) -Chapter3-Q10 ½ page response - #2 Self-Assess and Apply (p.76)-complete and write a ½ page reflection summary
Monday, July 8	Chapter 4: Attitudes Article Presentation	-Read Chapter 4
Wednesday July 10	Chapter 5: Personal and Organizational Values Article Presentation	-Read Chapter 5 -Complete Exercises 4.1 & 4.2, write a ½ page reflection summary -#2 Self-Assessment (p.100) marked as #1 on the web
Monday, July 15	Chapter 6 Motivation: Increasing Productivity Article Presentation	-Personal Value Statement -Chapter 5-Q 9 and Q10 respond to questions ½ page each -Chapter 5: Working it out 5.1 (p.125) complete and write a ½ page reflection summary -Read Chapter 6
Wednesday, July 17	Chapter 7: Communication and Human Relations Article Presentation	-Read Chapter 7 -Complete Exercise 6.3 and respond to questions ½ page -Chapter 6-Q4 and Q8 respond to questions ½ page each
Monday, July 22	Chapter 8: People, Groups and Their Leaders Article Presentation Team Time	-Read Chapter 8 pp.192-202 and Chapter 9 pp. 220-228 -Complete Exercise 7.3 and write a ½ page reflection summary -Complete Exercise 7.4 and write a ½ page reflection summary -Complete #2 Listening Skills (p. 186) and write a ½ page reflection summary

Wednesday, July 24	Team Time	-Reading and Research on your topic, team meeting -Complete Exercise 9.1 (p.226)
Monday, July 29	Chapter 9: Teams in Quality Organizations Article Presentation	-Read Chapter 8 pp.203-212 and Chapter 9 pp. 229-241 -Complete #1 Self-Assessment (p. 216) and write ½ page reflection summary. -Chapter 9-Q9 provide a ½ page response
Wednesday, July 31	Leadership Styles – Game Article Presentation	Catch up on all homework 😊😊😊
Monday, August 5	Chapter 10: Achieving Emotional Control Article Presentation	-Read Chapter 10 -Complete #1 Read and Write (p. 274).
Wednesday, August 7	Chapter 11: Individual and Organizational Change Article Presentation	-Read Chapter 11 -Complete Exercise 11.2 (p.293) provide a ½ page response -Chapter 11-Q-6 and Q-9 provide a ½ page response to each question.
Monday, August 12	Chapter 12: Creativity and Human Relations- Article Presentation	-Read Chapter 12 -Read the article under this link and write 1-2 paragraphs reacting to the contents of the article http://www.au.af.mil/au/awc/awcgate/au-24/klemm.pdf -Chapter 12-Q 3 and Q9 provide a ½ page response to each question.
Wednesday, August 14	Chapter 13: Conflict Management Article Presentation	-Read Chapter 13 -Complete Working it out 13.1 (p. 365) and provide a ½ reflection response. -Complete Exercise 13.2 (p. 357) and provide a ½ page reflective summary.
Monday, August 19	Chapter 14: Stress and Stress Management- Article Presentation Chapter 18: Maintaining Productive Workplace	-Read Chapters 14 and 18 -Complete Working it out 14.1 & 14.2 (p. 394-396) -Chapter 18Q1, Q2 and Q10 provide a ½ page response to each question.
Wednesday, August 21	Chapter 16: Human Relations in a World of Diversity Team Presentation	-Read Chapter 16 -Complete Exercise 16.1 The EEOC Online (p. 437) -Complete Exercise 16.4 (p. 451) and provide a ½ page response to what you have learned.
Monday, August 26	Chapter 17: Business Ethics and Social Responsibility Team Presentation	Read Chapters 17 Chapter 17-Q1, Q-6, and Q-7 provide a ½ page response to each question.
Wednesday, August 28	Teams Presentation Wrap up of the course / Portfolio Work	
Wednesday, Sept. 4	Final Portfolio Is Due by 6 PM via e-mail	Have a great break 😊😊😊!!!!

PCC -Course Content and Outcome Guide for BA 285

Course Number: BA 285

Course Title: Human Relations-Organizations

Credit Hours: 3

Lecture Hours: 30

Course Description

Explores interactions in organizations by examining human perceptions, communications, small group dynamics and leadership. Includes dynamics of change, cultural diversity, substance abuse, work stress, ethics and social responsibility, and the challenges of globalization. Prerequisite: WR 115, RD 115, and MTH 20 or equivalent placement test scores. Audit available.

Addendum to Course Description

Credit will be acceptable as required and/or elective for Portland Community College's Business Administration Certificate or Degree Programs. This course may be transferable to four-year colleges and universities.

Course Activities and Design

Activities may vary by instructor and may include lectures, discussions, and student team endeavors. Students may be required to complete written or oral assignments, case studies or projects which will provide practical application of human relations principles. Supplementary films/videos and guest speakers may also be utilized.

Outcome Assessment Strategies

A letter grade is issued for this course. At the beginning of the course, the instructor will detail the methods used to evaluate student progress and the criteria for assigning a course grade. The methods may include one or more of the following tools: examinations, quizzes, out-of-class assignments, team activities, attendance, participation, and written/oral case studies/projects.

Course Content (Themes, Concepts, Issues and Skills)

- Understand the value of persons in an organization
- Summarize organization behavior background, needs, and decision making
- Explain the factors involved in human perception
- Describe the elements of and need for communication skills
- Identify and explain the dynamics of small groups
- Discuss the elements of leadership (motivation, techniques, and quality issues)
- Understand the challenges facing organizations
- Discuss the effects of change in an organization
- Explain the issues of cultural diversity in the workplace

- Describe the challenges faced by disabled and older workers in an organization
- Discuss the problems of substance abuse
- Identify issues of organizational health, ethics and globalization
- Discuss ways persons can control stress
- Explain employee discipline and the right to privacy
- Describe business ethic standards in today's society
- Identify the areas of organizational social responsibility
- Discuss the opportunities and challenges facing organizations in a global economy

BA 285: Personal Learning Portfolio

Section I: Self-Esteem, Self-Awareness and Self-Disclosure – 5 points

Through completion of multiple assessments from Chapters 1-4, what did you learn about yourself? Knowing what you know about yourself through taking these assessments and personal reflections, do you foresee any changes in your behavior in a professional or personal setting? If yes, what would those be?

Section II: Personal and Organizational Values – 15 points

- Personal Value Statement
- From your value statement and your other reflections on personal values how may your personal values impact your career choices?

Section III: Motivation – 10 points

- From Chapter 6, briefly respond to questions 4 and 8

Section IV: Communication – 10 points

- Complete Exercise 7.3 and reflect what you learned.
- Complete Exercise 7.4 and reflect what you learned.

Section V: Leadership – 20 points

- Complete Self-Assessment #1 (Chapter 8) and respond to questions/prompts.
- What is a difference between transformational and transactional leadership style? Is one superior than the other in the climate for innovation? Why or why not?
- According to the presentation, readings on leadership styles in the textbook, and assessment on the Leadership, what is your style? How may you use it to your advantage? What are some pitfalls to watch out for?
- What kind of leadership style resonates best with you? Why?

Section VI: Emotional Intelligence – 5 points

- Complete Read and Write #1 (Chapter 10) and respond to questions/prompts.

Section VII: Individual and Organizational Change – 10 points

- Briefly respond to questions 6 and 9 in Chapter 11

Section VIII: Creativity – 10 points

- Read the summary on D2L of Corporate Creativity handout. Then, write a couple of paragraphs reacting to the contents and provide your ideas/opinions.
- As an organizational leader, what can you do to promote creativity in a workplace?

- As an employee, what can you do to develop/foster your own creative space that will allow you to unleash your potential?

Section IX: Conflict Management – 5 points

- As a conflict arises, what are some tips for managing it constructively? Have you used any of these tips in the past? If yes, what did you find? If no, which one you may want to try?

Section X: Stress Management - 15 points

- Read Effects of Stress and Stress Management and/or any additional resources under stress management on <http://www.stress.org>. In two to three paragraphs react to the contents of the information you read.
- In 1-2 paragraphs respond to findings from Working it out 14.1 and 14.2
- As you are leaving this course, what are your commitments to managing stress in your life?

Section XI: Diversity - 15 points

- Briefly (1-2 paragraphs) respond to the question 9 in Chapter 16
- Why should one care about diversity? What are the benefits of diversity or diverse workforce and society?

Section XII: Business Ethics and Social Responsibility - 15 points

- Briefly (1-2 paragraphs) respond to questions 1, 6, and 7 in Chapter 17.

Final Section: Your Personal/Professional Plan – 25 points

Based on **all** the information that you learned about yourself and/or information you learned in this course, develop and write an improvement plan and/or further area of study for personal and professional development purposes (2 page max).

General Instructions for Your Final Portfolio

Your portfolio needs to be in an electronic format using TimesNewRoman or Arial font, size 11 or 12, 1.5 spacing. Your document also needs to have clear headings and a title page with your name and the title of this course. You are welcome to include any graphics, pictures, tables, cartoons, etc. to personalize it and/or to demonstrate your discussion points. Your final portfolio must be submitted to me electronically **by Wednesday, September 4 at 11:55 pm**

Lesson I - Monday, June 24

3:30-5:00

3:30-4:00 – Introduction – Get to know each other

Warm up activity – form two lines, shift three people to the right or left and walk up to introduce yourself. Your name, why are you in this class and what do you hope to learn in this class, what are your big goals once you are done with your program of study. Form a circle and introduce each other to a larger group.

4:00-4:20 Course Syllabus and Assignments/MyPCC-Files and D2L/logistics (breaks, new classroom??)

- Teaching/learning style (open interactive format- group discussion, cases, games, etc)
- Articles (sign up list), presentations (topic dot voting wk 2), homework assignments, final project

4:20-4:30 What do we know about human relations? What do we want to know? Capture responses on the board.

4:30-4:45 Class Discussion /Brainstorming and Explanation on the Board

- What is Human Relations and Importance of Human Relations – pp. 4-6
- What are current challenges in human relations – pp. 6-8
- What are some areas of major emphasis – pp. 9-11
- What are some strategies for success?

4:45-4:50 Closure

- Summarize what we covered
- Explain Homework
- Next Class Teaser

Lesson II – Wednesday, June 26 – Self Concept and Self-Esteem in Human Relations

3:30-3:45 Linger questions from class one/sign up for article presentation (directions/sign up list), demonstrate D2L – ask Melanie, note deadlines for assignments

3:45-4:15 Use KWL model. Warm up with the Case study 2.1 connect to/explain concepts in chapter 2 teasing out responses if not covered through the case discussion, use prezies for questions/key concepts

4:15- 4:30 Strategies for success – groupwork – drawing w/out words (3 teams)

4:30-4:45 teams presenting

4:45-4:50 What did we learn – summarize, homework, teaser for next class-a short youtube video

Chapter Highlights

Self Concept defined

Four parts of the self-concept: ideal self, looking-glass self, self-image, and real self.

Self –esteem defined

What affects self-esteem. How does self-esteem impact performance?

Types of Self-Esteem

Origins of Self-Esteem

Why do self-concept or self-esteem matter?

Strategies for success exercise

Each team will have a facilitator. The team will take a look at 3-4 strategies and select the one to focus on for presentation to the class. The team needs to come up with a pictorial representation of a concept without using words. The team creates a drawing and presents it to the class, explaining their concept.

Lesson III Monday, July 1 Self-Awareness and Self-Disclosure

Pre-class set up: arrange tables into 3 groups

3:30-3:40 Recap of Self-concept and Self-Esteem (definitions, four aspects, strategies for success)

3:40-3:55 Warm up with "Campus Espresso" page 52

3:55-4:15 In small groups, prepare for Presentation (1. The Johari Window; 2. Self-Disclosure; 3. Levels of Communication Related to Disclosure).

4:15-4:40 7-8 minutes presentation to the class.

4:40-4:45 Summarize learning concepts

4:45-4:50 YouTube video

Lesson IV Wednesday, July 3 Self-Awareness and Self-Disclosure –Wrap up

3:30-3:40 Housekeeping issues/Recap from last class – Youtube Video and Strategies for Success Slide

http://www.youtube.com/watch?v=W_Y4Fc5zC5g <http://www.youtube.com/watch?v=YImeTzX7Q4E>

3:40-4:30 Case Based Approach to review chapters 1-3

Case 1.2 That “Stupid” Team of Mine (page 27)

Case 2.2 Jill, Self-Esteem, and the Job Search (page 51)

Case 3.1 Anthony’s Confrontation (page 77)

Case 3.2 Angry Technician (page 78)

1. In small groups of 5-6, students read the assigned case, respond to questions (20 min). Have a facilitator to lead a discussion. Have a note-taker and 2 reporters (summary/responses 2 Qs).
2. Ss’ present a case summary to the class and their responses to questions (5 min).
3. Have the entire class provide additional input in terms of responses to questions (10-15 min).

Issues were identified; lessons learned as a leader and as an employee in each case were teased out through entire class participation.

4:30-4:50 Forming Groups for Presentations –dot voting on a topic of interest (provide two dots to each student). Encourage students to exchange their contact information and decide who wants to be a project team leader, more info to come in the next class.

Lesson V Monday, July 8 – Attitudes

3:30-3:35 Housekeeping issues

3:35-4:00 Article Presentations, Q&As (Melanie and Jeff)

4:00-4:10 Video Attitudes Make All the Difference – Zig Ziglar/Youtube

<http://www.youtube.com/watch?v=cRMogDrHnMQ>

4:10-4:35 Warm up: brainstorm as a class: definition of attitude (thoughts, feelings, and action), what makes a good attitude, what affects attitudes, how attitude affects workplace? weave in Theory X and Theory Y

4:35-4:50 Project Specific Directions, Organize Groups, Brainstorm Presentation Techniques

Recommended Resource: *How to Win Friends and Influence People* by Dale Carnegie

Lesson VI Wednesday, July 10 Personal and Organizational Values

3:30-3:40 Article Presentation and Q&As (Angel)

3:40-3:50 Housekeeping/Recap from last class- question 11 from chapter 4 – How job satisfaction or dissatisfaction can be directly linked to other non-workplace attitudes? Theory X and Theory Y

3:50-4:15 What are values? Where do personal values come from? Identify Terminal vs Instrumental Values Solicit responses from students capture on board

Spranger's Six Value Systems

Pragmatism, Humanism, Idealism

The Role of Integrity

Value Conflicts

Values in the International Economy – view of power and authority; view of the individual vs group; tolerance for uncertainty, the value of punctuality.

4:15-4:25 Organizational Values Exercise (3 teams developing organizational values)

4:25-4:45 Team presentation –discussion

4:45-4:50 Explain the homework assignment "Personal Value Statement" – refer to the end of the chapter- *Strategies for Success* section.

Recommended Resource: Sparks

Lesson VII Monday, July 15 Motivation: Increasing Productivity

3:30-3:40 Housekeeping –Personal Values assignment questions? Online assignments

3:40-4:00 Article Presentation (Moonkyu and Cocoli)

4:00-4:10 Set up for Motivation Activity/Prepare for presentation *What Motivates You to Get Things Done at Work? at Home?* (weave in Intrinsic and Extrinsic Rewards);

4:10-4:20 In pairs prepare a brief (5 min max) presentation on one of the assigned theories: describe the theory, what are the main points, use graphical representation, do you find it applicable for yourself in your daily living? Do you find it applicable for you as an organizational leader?

1. ERG Theory
2. Hierarchy of Needs
3. McClelland's Needs
4. Two-Factor
5. Job Enrichment
6. Expectancy
7. Reinforcement/Behavior Modification

If you are an organizational leader, how will you motivate your employees? Think about it and we'll resume with a discussion of this very topic in our next class.

Lesson VIII Wednesday, July 17 Communication and Human Relations

Pre-Class: Post Frameworks of Different Theories on the side board

3:30-3:45 Go over the theories briefly. Then brainstorm on the board (whole class) As an organizational leader, how would you motivate your employees?

3:45-4:00 TED's video? <http://www.youtube.com/watch?v=rrkrvAUbU9Y>

4:10-4:30 Article Presentation (Marganette and Ivy)

4:20-4:50 Communication: What is it composed of? What factors affect communication? My PPP

4:45-4:50 Teaser for next class, non-verbal and verbal communication across cultures and teamwork

Resource: It's the Way You Say It: Becoming Articulate Well-Spoken and Clear by Dr. Carol Fleming

Lesson 9 Monday, July 22

3:30-4:00 Non-verbal communication and non-verbal communication across cultures

4:00-4:10 Why do miscommunications occur? How does the timing of messages affect communication?
What about cultural aspects (direct vs indirect communication)?

4:10-4:25 Teamwork –Helium Sticks Exercise and lessons learned

4:25-4:35 Effective teamwork – brainstorm strategies on the board

4:35-4:45 Addressing Sticky points- when things don't work??? Tips for working in teams

4:45- wrap up; reminders- next class meeting is a work group time; all assignments Chapter 1-5 are due by July 31st!!!!

<http://www.youtube.com/watch?v=kxz7uqIBRLA>

Lesson 10 Wednesday, July 24

Workgroup time

The team leader needs to e-mail me a brief narrative what the group has done and what are the next steps.

Lesson 11 Monday, July 29 Leadership Theory

3:30-3:35 Check in on the teamwork last week... some teams had more productive time than the others

3:35-3:50 – what makes the teamwork effective???

3:50-4:15 Article Presentation (Stephanie and Ali)

4:15-4:40 Leadership Styles Presentation (Chapter 9 and My Own PPP)

4:40-4:45 Debrief/Next Class

4:45-4:50 Feedback on the class set up

Note: Will Post Final Portfolio assignment on 07/31!!!!

Resources: Share a PPP on the class website

Lesson 12 Wednesday, July 31 Leadership in Action

3:30-4:15 <http://www.youtube.com/watch?v=U77b1XKAa5U>

Why does an organizational climate matter? How does it differ from a culture? What does a leader have to do with it? Brainstorm as a class.

Then, form small groups (by presentation teams) share their ideal org climate on the board – 5 characteristics that their ideal organization must have and why. *Supportive reading pp. 229-242*

4:15-4:35 Wrap up leadership styles: Leadership styles game- build a product (toy business) under different leadership (small groups)

4:35-4:45 Debrief the activity; share resources on Leadership Readings

4:50 Go to meet the new district president

Lesson 13 Monday August 5 Emotional Intelligence

3:30-3:50 Article Presentations (Carl and Jason)

3:50-4:00 – Eight forms of Intelligences and Emotional Intelligence

How can knowledge of emotional intelligence improve human relations in business situations?

4:00-4:50 Emotional Intelligence

Opener: The Office -5 minutes Youtube video or <http://www.youtube.com/watch?v=qju6ytr--Q>

4:05-4:15 EI Clusters: self-awareness, social awareness, self-management, and relationship mgmt.

4:15-4:20 Dealing with Anger

4:20-4:25 Assertiveness vs Aggressiveness

4:25-4:40 Defensive Behaviors and Steps to Reduce Defensiveness

Daniel Goleman's Emotional Intelligence – Youtube videos

<http://www.youtube.com/watch?v=wJhfKYzKc0s>

<http://www.youtube.com/watch?v=NeJ3FF1yFyc>

<http://www.youtube.com/watch?v=UPocFijPKxA> Long video of the book by Goleman –Great source!!!

(EI / EQ)

SELF-AWARENESS; SELF-MANAGEMENT; SOCIAL AWARENESS; RELATIONSHIP MANAGEMENT

Assertiveness Aggressiveness Anger

Anger Management

- Examine your anger to find the inner causes
- Learn to recognize your own “flashpoints”
- Examine specifically what damage your anger may cause or has caused
- Work on developing and using conflict management skills
- Get in touch with what types of things help calm you down

Reduce Defensiveness or Destructive Effects in a Workplace:

- Back off and cool down
- Use I statements
- Avoid absolutes “always” and “never”
- Make positive assumptions about the other person or persons
- Learn to separate your work from who you are
- Try to remain rational, regardless of the other person's state of mind
- Give positive feedback to other people
- De-emphasize the weaknesses of others

4:45-4:50 Explain the final portfolio assignment, post by Wednesday, September 4, 11:50 pm

Lesson 14 Wednesday, August 7 Emotional Intelligence/Individual Change

3:35-4:05 Article Presentation (Samantha, Carl)

4:05-4:20 Emotional Intelligence Wrap up – What is it? What are the strategies for success? 267-68

Working it out 10.1 –groups of 3.

4:20-4:45 Individual and Organizational Change

Individual: seven major life changes- loss, separation, relocation, change in relationship, change in direction, change in health, personal growth.

Seven stages of personal change or three stages (ending, neutral zone, beginnings) as discussed in Transitions by William Bridges.

Steps for Dealing with Change –page 289 also brainstorm a list generated by students

4:40-4:50 check in, questions about the portfolio, posting assignments for remaining chapters, etc...

Lesson 15 Monday August 12 Individual and Organizational Change

3:30-4:05 Article Presentation (Farida, Harrison, Jason)

http://www.youtube.com/watch?v=Dg8KNE_NVJM

4:05-4:45 Organizational Change – Bring back organizational change and why it's difficult; brainstorming ideas for dealing with change- full class (5 min)

Organizational Change – Why do employees resist change? Why do employers resist change? small groups (15 min)

Organizational Change: Kurt Lewin's Change Model – Unfreezing-Change-Refreezing (5-7 min)

Force Field Analysis: driving forces vs restraining forces (5-7 min)

What can companies do to make change inviting/welcome or at least less scary – brainstorm as a class (5 min)

Tips for leading in a culture of change – Michael Fullan's Leading in a culture of change- handout.

Change Management 30-second management training courses

http://www.youtube.com/watch?v=fpuHUiy_xog

4:40+ Team Time- Creativity/Innovation Group quick check ins

Note: Assignments are due online 08/14!!!

Lesson 16 Wednesday August 14 Creativity and Human Relations

3:30-3:50 Article Presentation (Marina and Jason?)

3:50-4:30 Creativity in a Workplace

Characteristics of Creative People-brainstorm -5 min

PowerPoint Presentation -Perception and Creativity -25 min

Increase Strategies for Creativity in Organizations – work with a partner – 10 min

4:30-4:40 Word game play (circle -theme: creativity and innovation in organizations)

4:40+ Team Time

Lesson 17 Monday, August 19 Conflict Management

3:30-3:50 Article Presentation (Nini and Jason)

3:55-4:15 what are the sources of conflict? (brainstorm and presentation)

4:15-4:25 Working it out 13.1; what did we learn?

4:20-4:35 Conflict Management

4:35-4:50 Conflict Management Scenario – Report out

Lesson 18 Wednesday, August 21 Stress Management

3:30-3:40 Article Presentation (Ivy)

3:40-4:05 Conflict Management Scenario-Read and Discuss (by ConfMgmt Style Teams); report out.

4:05-4:10 Conflict management: suggestions for individuals-get emotions under control; agree on ground rules; clarify all positions; explore multiple needs and issues; develop alternatives; strive for win-win solutions.

4:10-4:15 Take time to jot down when you have a conflict next time, what one strategy you may want to try using or focus on more.

4:15-4:40 Stress and Stress Management Discussion; complete 14.1 prior to class – ask how many are Type A and Type B

4:40-4:45 Review Strategies and identify which ones you may want to try between now and next Wednesday, pick a buddy who will keep you accountable for the next week.

4:45-4:50 Deep breathing exercise (3 min).

Lesson 19 Monday, August 26 - Human Relations in the World of Diversity

3:30-4:15 Human Relations in a World of Diversity Presentation and Discussion

4:15-4:25 Directions for Presentations and Select Order of Groups – 20 min max; fill out the evals for each team member and yourself. I'll bring coffee, tea, some, and a fruit plate. If people want to bring some snackies to share that's fine.

4:20+ Group time/Final Portfolio Questions/Progress

Lesson 20 Wednesday, August 28 – Final Presentations

3:30-4:40

Team Presentation on Business and Social Responsibility: Angel, Samantha, & Harrison

Team Presentation on Diversity: Jeff, Moonkyu, Ali, and Cocoli

Team Presentation on Creativity in a Workplace: Farida, Nini, Marina, Jason, and Carl

Team Presentation on Employment Issues: Yvy, Marganette, and Stephanie

4:45-4:50 Reflections on three useful things you learned in course, least useful thing that was covered during the course, what could be done differently to improve the course, what were the surprises during the course, did you get what you wanted out of the course?

4:50+ Portfolio Questions and Answers or any questions related to the course, progress in the course.

Grading Criteria for the BA 285 Learning Portfolio

- Complete responses addressing multiple questions that may be a part of the exercises or questions from the book. Responses must include at least one solid paragraph with statements or position on various issues backed up by examples, observations, personal professional experiences, etc.
- Personal value statement is about 2-3 pages and includes rationale and application in professional and/or personal life.
- Personal Professional Plan must have enough detailed information that allows a learner to take some next concrete steps in pursuit of further learning and self-development.
- Points are assigned based on the length and depth of the responses required. It may be that some assignments (chapter questions or self-assessments) have been previously discussed in class in small groups and thus carry fewer points.

Team Research Presentation

The purpose of this research project is to explore the theme of your interest in more details, to work collaboratively with your colleagues, and to present it in an interesting and engaging format to your class members.

Key Components of the Research Project

- Use outside resources to explore the topic more in depth
- Assure delivery of clear content and relevancy to the topic
- Demonstrate preparedness (visuals, oral presentation, sequencing of activities, time allotted for each portion of the presentation)
- Provide examples
- Use effective presentation techniques (eye contact, pacing, speaking loudly and clearly, staying on topic)
- Use engaging activity
- Every team member must participate and present a portion of the presentation

Evaluation Criteria for Presentation

- Used effective presentation techniques (eye contact, pacing, speaking loudly and clearly, staying on topic) – 15 points

All of the time Most of the time Sometimes Not at all

- Assured delivery of clear content and relevancy to the topic – 15 points

All of the time Most of the time Sometimes Not at all

- Used visuals that were appropriate for the topic presentation - 10 points

All of the time Most of the time Sometimes Not at all

- Demonstrated preparedness (visuals, oral presentation, sequencing of activities, time allotted for each portion of the presentation) - 20 points

All of the time Most of the time Sometimes Not at all

- Used engaging activity YES NO 10 points

- Used outside resources YES NO 10 points

- Provided examples YES NO 10 points

- Every team member participated and presented a portion of the presentation (5 points) YES NO

- Presented the entire material in a time provided, 40 minutes (5 points) YES NO

What could the team do better to improve their presentation? _____

Your Name

Your team member's name

Evaluation Criteria for Team Members

1. Attended scheduled meetings

All of the time Most of the time Sometimes Not at all

2. Participated in e-mail, phone, skype or other media used to get the work done

All of the time Most of the time Sometimes Not at all

3. Completed tasks in a timely manner as agreed by the team

All of the time Most of the time Sometimes Not at all

4. Completed equal amount of work as divided among the members

All of the time Most of the time Sometimes Not at all

Comments: _____



Leadership Styles

Prepared by Tanya Batazhan
for
BA 285: Human Relations

Leadership Styles

- Transformational
- Transactional
- Laissez-faire
- Servant Leadership
- Situational Leadership

Transactional Leadership

- **Contingent Rewards**
 - Material and psychological rewards
 - Based on fulfillment of contractual obligation
- **Management by Exception, Active**
 - Preventative management
 - Makes sure employees meet predetermined procedures
 - Accountability measures
- **Management by Exception, Passive**
 - Problem solving management
 - Intervenes when measures have been violated/unfulfilled

Transformational Leadership

- **Idealized Influence**

- Charisma, vision, gained trust, behavior modeling, high expectations.

- **Inspirational Motivation**

- Symbols & language to communicate vision;
- Fostering group goals;
- Creating meaningful and challenging work.

- **Intellectual Stimulation**

- Challenging followers w/new ideas;
- Collaborative problem solving.

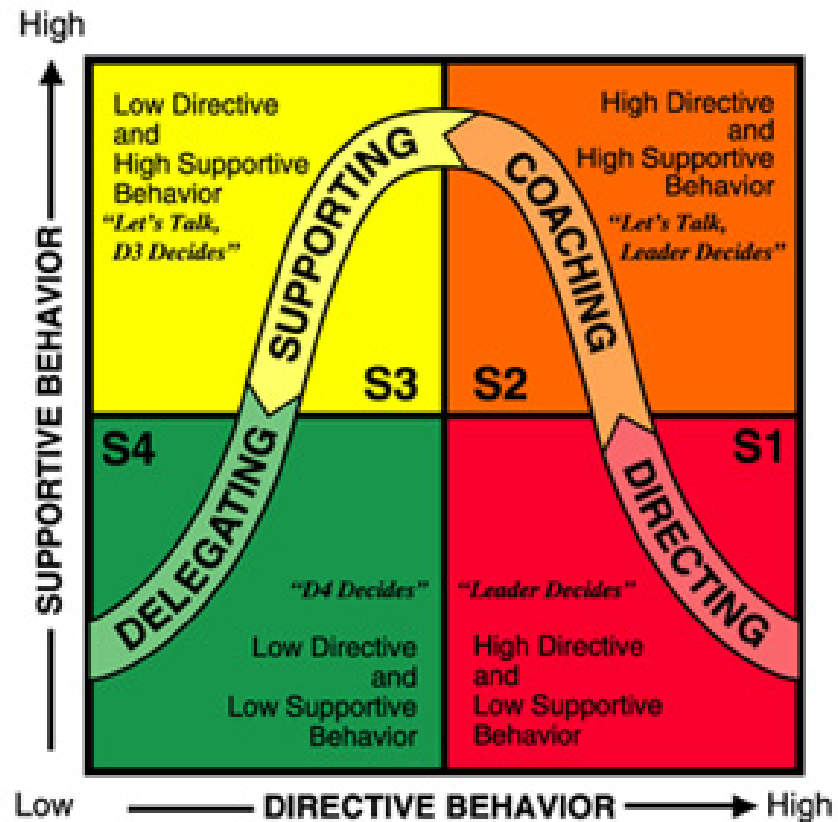
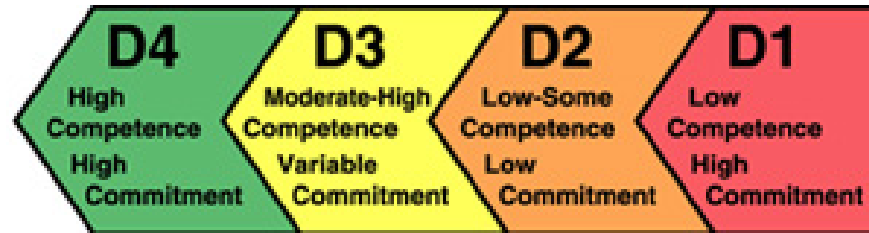
- **Individualized Consideration**

- Mentoring and continuous feedback;
- Personal development of followers;
- Linking followers' needs with organizational mission.

Servant Leadership

- Comprehensive view of the quality of people, work, and community spirit.
- Leader who is servant first
- Places main focus on people and their needs
- *Characteristics:* listening, empathy, awareness, persuasion, motivation, foresight, stewardship.

Situational Leadership



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