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<b><i>COURSE SYLLABUS</i></b>		
<b>MGMT 116 501 (Hybrid)</b>		
<b>Section 501</b>		
<b>Fall 2015</b>		
<b>Instructor Information</b>		
Instructor:	Rich Palmer, CPA	
E-Mail:	rpalmer@unm.edu	
Phone:	505-925-8730	
Fax:	505- 925-8720	
Office:	OBT 152	
Office Hours:	Posted on Office door and by appointment	

Class Format: Thursday: 1:30 – 2:45 pm Room B120

### ***Texts***

**Required text:** Human Relations – Interpersonal Job-Oriented Skills, 11<sup>th</sup> edition by Andrew J. DuBrin, 2010.

### ***Course Description & Prerequisites***

This course covers different ways of improving interpersonal relations in organizations. Strategies are presented for achieving the high level of effectiveness in interpersonal relations required in today's workplace.

**Prerequisites** – None

### ***Instructor Expectations***

I enjoy teaching business classes here at VC and hope that my students enjoy learning as well as being able to apply this knowledge in a manner that is both personally rewarding and furthers their economic goals. I realize that most students have various commitments to job, family and other classes and understand the difficulties of balancing all three, but if you decide to take this class I expect you to be committed to this class. This includes attending the “in-person” class once a week, reading the textbook, and completing your homework “ON TIME”.

I check Blackboard for postings, Monday (8 am) – Thursday (3 pm). You can anticipate a 24 to 48 hour response from me, Monday – Thursday. I will try and respond to all weekend emails and postings (Friday – Sunday) by Monday.

### ***Course Expectations***

**Students should expect to spend at least 5 -7 hours per week on this course.**

Students will be graded 45% on the quality and completeness of their **on-line** work, 45% of their **in-class** work and 10% for in-class participation. Remember to schedule regular and sufficient time each week to work on the class so that you don’t fall behind.

Grading:	91%-100%	= A
	81%-90%	= B
	71%-80%	= C
	61%-70%	= D
	Below 60%	= F

A grade of “D” or “F” is not acceptable for courses required for graduation.

**Announcements/changes/due dates will be posted in Blackboard in addition to class:** It is the student's responsibility to attend class and check Blackboard **1-2 times a week** for **Instructor Announcements**. Announcements are important since they keep students informed of changes, helpful hints or exam information. This syllabus is subject to change.

**Objective:** Learning objectives include:

Chapter 1 – Explain the nature and importance of human relations; how human relations can help you; how work and personal life influence each other; why human relations begins with self-understanding; how the human relations movement developed; and what major factors influence job performance and behavior.

Chapter 2 – Explain emotional intelligence; the components of attitudes; how attitudes are acquired and changed; and how to acquire happiness.

Chapter 3 – Explain the nature of self esteem; how it develops; its consequences; how you can enhance self esteem; the importance of self confidence and self efficacy; and how to develop and enhance self confidence.

Chapter 4 – Explain communications; the relationship between interpersonal communication and relationship building; nonverbal communication; some frequent roadblocks to communication; some ways to build bridges to communication; how to overcome gender barriers to communication; and how to enhance listening skills.

Chapter 5 – Explain several types of teams in organizations; the advantages and disadvantages of teams; interpersonal-related and task-related tactics for effective team play.

Chapter 6 – Explain some personal characteristics that influence your problem solving ability; the steps to problem solving and decision-making; creativity in decision making; and how to improve creativity.

Chapter 7 – Explain the major dimensions of differences in cultural values; some barriers to good cross cultural relations; some approaches to improving cross-cultural relations; how to overcome cross-cultural communication barriers; and why gender differences in leadership style are regarded as cultural differences.

Chapter 8 – Explain why conflict exists; the good and bad sides of conflict; some techniques for resolving conflicts; and some suggestions for managing anger.

Chapter 9 – Explain some traits and characteristics of effective leaders; some behaviors and skills of effective leaders; the meaning of leadership style and style flexibility; how leaders get along with subordinates; and how to develop leadership potential.

Chapter 10 – Explain how to diagnose what motivates others toward good performance; two classic approaches to understanding work motivation; how to motivate through empowerment, job design, interesting work, positive reinforcement, financial incentives, recognition, and praise; some strategies and tactics for building teamwork; how group dynamics contributes to teamwork development; and the characteristics of an effective work group.

Chapter 11 – Explain how being a nurturing, positive person can influence the development of coworkers; the behaviors and skills helpful for being a mentor and role model; skills in coaching and training; and how to deal with difficult people on the job.

Chapter 12 – Explain the importance of political skill and social intelligence; the rules of business etiquette; techniques for building relationships with managers and other key people; political techniques for building relationships with coworkers; how to avoid committing political blunders.

Chapter 13 – Explain how to develop a good relationship with your manager or team leader; how to cope with a problem manager; how to build good coworker relationships; how to build good customer relationships.

Chapter 14 – Explain how values contribute to understanding human relations; the importance of business ethics; some guidelines for making ethical decisions and behaving ethically.

Chapter 15 – Explain the physiology and consequences of stress; some sources of stress in personal life; some key sources of work stress; several effective approaches to managing stress; and two key perspectives on understanding and dealing with personal problems.

Chapter 16 – Explain the basics of conducting a job search; some effective career advancement strategies and tactics; and how to develop networking skills.

### ***Computer Requirements***

Since this is a hybrid **online** course, there are some minimum hardware and software requirements to complete the course. Students will find it helpful to have access to Microsoft Word, and PowerPoint for this course. Students may also need to obtain [Adobe Acrobat Reader](#), which can be downloaded free from the Internet.

**NOTE:** All students should check their browser by clicking the **Check Your Browser link on Blackboards's entry page under Technical Issues at <https://vista.unm.edu/webct/entryPageIns.dowebct>**. The Check Your Browser will check the following:

- Which Browser your computer is using to make sure you are using a valid version of the browser (Internet Explorer, Netscape, AOL, Mozilla or Firefox)
- Check to make sure your Cookies are enabled
- Check to make sure your Javascript is enabled
- Check to make sure Pop-ups is enabled
- Check which version of Java you are using. If you are not using a valid Java program, it will give you a link to download an updated Java program.

### ***Technical Support***

If you are having technical problems with Blackboard, you can contact free technical support through one of the following ways:

- Phone: (505) 277-5757 or (505) 925-8556
- Email: [webct@unm.edu](mailto:webct@unm.edu)
- Fastinfo Website: <http://fastinfo.unm.edu/> (Search the UNM knowledge base for WebCT, UNM computing, student services, etc)
- WebCT Overview Website (Go to Vista's entry page <http://vista.unm.edu> and click "How to Use WebCT for Students" under the Student Heading)

Any course content related questions should be directed to the instructor. Please refer to instructor contact information listed above.

<b><i>Grade Weighting</i></b>	
	<b>Percent</b>
<b>In-Class &amp; Online Homework</b>	<b>45</b>
<b>Exams</b>	<b>45</b>
<b>In-Class Participation</b>	<b>10</b>
<b>Total</b>	<b>100</b>

You must attend 80% of the In-class sessions to receive the 10 points. No pro-rata points are assigned to absences in excess of three. In other words: if you miss one to three classes your 10 points are reduced 1 to 3 points – if you miss four classes (excess of three) you will receive "0" points.

## *Assessment and Grading*

### **Weekly Tasks:**

**Homework:** Homework will consist of exercises and problems from your textbook covering each chapter. **In-class** homework will be collected in class, the day we start the next chapter. **On-line** homework should be submitted on-line by the deadline posted on Blackboard. Late homework will receive only partial credit.

**Exams:** There will be an exam after every four chapters (4). They will be paper exams and will be given on the **In-class** date. No make-up exams or retests are permitted.

## *Course Policies*

If you need to **drop** the course, please do it in a timely manner and notify me via Blackboard's email, so that I am not forced to give you a WF, or an F at the end of the semester. It is the **student's responsibility** to initiate student-initiated drops or withdrawals from this class and to make sure they are properly processed. WP/WF will be determined by the grades to date.

This course falls under all UNM policies for the last day to drop **courses**, etc. Please see <http://www.unm.edu/studentinfo.html> or the [UNM Course Catalog](#) for information on UNM services and policies. Please see the [UNM academic calendar](#) for course dates, the last day to drop **courses** without penalty, and for financial disenrollment dates.

**Access to Education:** Qualified students with disabilities needing appropriate academic adjustments should contact the instructor in the **first week of class** to ensure your needs are met in a timely manner. For information on assistive technology available for student use and additional information on services available through Student Accessibility Services, see <http://www.unm.edu/studentinfo.html>.

**Snow Days:** If the weather becomes bad and you are uncertain if the class will meet (“In-Class”), call 925-SNOW for information.

**Audit:** A student may register for a course as an auditor, if permission of the instructor is obtained. A student has the **first four weeks** of the semester to change a course to audit status. No changes in audit status will be processed after the fourth week of class. Students are charged the normal tuition rate for auditing a course.

**Collaboration:** Collaborative work, such as studying or discussing course readings and homework assignments and materials with other class members, is **highly encouraged** and can be facilitated by using the Blackboard email, chat room or discussion board

**Copyright:** All materials in this course fall under copyright laws and should not be downloaded, distributed, or used by students for any purposes outside of this course.

**Privacy and Blackboard Tracking Notice:** Blackboard or the course web site automatically records all students' activities, including, your first and last access to the course, the pages you have accessed, the number of discussion messages you have read and sent, discussion text, and posted discussion topics. This data is accessed by the instructor to evaluate class participation and to identify students having difficulty using Blackboard features. In order for us to feel safe sharing our perspectives and experiences, there must always be a sense of respect, safety and trust. Any student found abusing this privilege may face academic disciplinary action.

**Success in On-line Coursework:** On-line **courses** are convenient and provide an opportunity to exercise and grow in:

**Self-discipline** Set aside a specific time each day or week to: read the textbook, complete the homework, respond to the discussion board and take the quizzes on time.

**Self-motivation** Attend the “In-Class” session weekly and prepare your quizzes and homework in a timely manner.

**Planning** Plan and use your time wisely! Study and review your notes, textbook. Give yourself plenty of time to complete your assignments. Read each chapter **before** it is covered in class.

**Patience** Be patient with yourself. Allow extra time as needed to master any course content. Be patient with others in the class, too, and be considerate in your comments and emails. When you send email or place a comment on Discussions, remember that there is a person on the other side. If you disagree with someone, don't "flame" him or her by lashing out in words. It is all right to disagree, but it is not all right to get belligerent. You wouldn't start yelling at someone in a face-to-face course (in email, using all caps for emphasis can be equivalent to shouting); the same rules of etiquette apply in an on-line classroom. Others cannot see that you are smiling when you make a sarcastic remark, or that you are angered by someone's statement. Write your messages carefully so that they clearly convey your meaning and consideration of others.

**IN-CLASS WEEKLY SCHEDULE**  
**MGMT 116/501 (Hybrid)**  
**Human Relations**  
**FALL 2015**

Week 1

Thursday, Aug. 20  
(On-line)

Chapter 1  
Chapter 1

Week 2

Thursday, Aug. 27  
(On-line)

Chapter 2  
Chapter 2

Week 3

Thursday, Sept. 3  
(On-line)

Chapter 3  
Chapter 3

Week 4

Thursday, Sept. 10  
(On-line)

Chapter 4  
Chapter 4

Week 5

Thursday, Sept. 17  
(On-line)

Exam 1  
Chapter 5

Week 6

Thursday, Sept. 24  
(On-line)

Chapter 6  
Chapter 6

Week 7

Thursday, Oct. 1  
(On-line)

Chapter 7  
Chapter 7

Week 8

Thursday, Oct. 8  
(On-line)

Fall Break  
Chapter 8

Week 9

Thursday, Oct. 15  
(On-line)

Exam 2  
Chapter 9



**IN-CLASS WEEKLY SCHEDULE**  
**MGMT 116/501 (Hybrid)**  
**Human Relations**  
**FALL 2015**

Week 10

Thursday, Oct. 22  
(On-line)

Chapter 10  
Chapter 10

Week 11

Thursday, Oct. 29  
(On-line)

Chapter 11  
Chapter 11

Week 12

Thursday, Nov. 5  
(On-line)

Chapter 12  
Chapter 12

Week 13

Thursday, Nov. 12  
(On-line)

Exam 3  
Chapter 13

Week 14

Thursday, Nov. 19  
(On-line)

Chapter 14  
Chapter 14

Week 15

Thursday, Nov. 26  
(On-line)

Holiday  
Chapter 15

Week 16

Thursday, Dec. 3  
(On-line)

Chapter 16  
Chapter 16

Week 17

Thursday, Dec. 10

Exam 4

