

BUS D056.64Z: Human Relations in the Workplace

DE ANZA COLLEGE - BUSINESS, COMPUTER SCIENCE & APPLIED TECHNOLOGIES
DIVISION (CRN 38100) Winter 2025 - 5 units

INSTRUCTOR INFORMATION

Instructor

Kimberlee Andrews-Bingham,
MSW, MBA, EdD

Email

You can connect through
Canvas Inbox and
Andrewskim@fhda.edu

Office Location & Hours

Monday 10am - 12pm via the
zoom link provide on the
course home page.

Website for class materials: Canvas (All registered students will have access)
<https://deanza.instructure.com>, use your CWID and Password

Mobile Apps: App store: Instructure Canvas

IMPORTANT - Being Dropped for No Show or Lack of Participation

- Students who fail to complete the Introduction Forum by its due date of the first class week will be *dropped within 24 hours* as a *No Show* student. No exceptions.
- Students who fail to complete *all* remaining assignments due the first week of class or less than 75% of weekly assignments for any two sequential weeks during the remainder of the quarter will be dropped unless they have been in communication with the instructor around why an extension is needed.

Academic Integrity

Students are expected to adhere to the tenets of the Foothill/De Anza Community College District Student Code of Conduct. Cheating/Academic Dishonesty will not be tolerated; **this includes copying the work of another student's assignment or classwork, and representing information as your own work when it is not (for example, using research from the internet but not citing that source).** This also includes use of artificial intelligence (AI) in completing assignments. The instructor uses various online platforms to check for plagiarism, so it is not difficult to discover when a student has copied internet content without citing it. **Assignments also require inclusion of personal examples to demonstrate points being made, so this means use of AI will not lend itself well to completing assignments in this class.** Instances of cheating/academic dishonesty will be dealt with in accordance with De Anza College's policy and may result in an "F" grade for the course.

GENERAL INFORMATION

Course Dates and Meeting Schedule

This course opens in Canvas January 6 and closes March 28. The first official day of class is January 6. There is no scheduled student login time, so students can work around their schedule.

Course Description

This course provides a practical application of the principles and concepts of behavioral sciences to interpersonal relationships in the business environment. The course is designed to provide students the opportunity to achieve a deepened sense of awareness of themselves and others.

This understanding will help them create positive working relationships. Students will examine topics such as diversity, ethical behavior, communication, teamwork, conflict, good decision making, stress management, motivation, and leadership that are critical to career success.

Student Learning Outcomes

On successful completion of this course, students will be able to:

1. Apply human relations theories to varied business situations and discuss the likely results.
2. Describe the impact of employees' human relations skills, ethical choices, attitudes, and physical and mental well-being on the success of a business.
3. Make ethical business decisions by demonstrating personal and corporate social responsibility.
4. Describe the value of diversity in today's business environment.

Requisites

Advisory: English Writing 1A or English as a Second Language 5.

Course Requirements

To be successful, read the textbook and lecture slides/notes for the assigned chapters each week. You may want to print the lecture slides to use as the study guide for the chapters.

Throughout the quarter, you will be engaged in a variety of activities. These include homework assignments, completion of quizzes, class activities, and a final exam. Students are also required to actively participate in the class discussion.

Assignments

All assignment due dates and times are Pacific Mountain Time.

First Week Syllabus Quiz & Self-intro Forum: To ensure students have read and understand the syllabus, a quiz related to its content will be due in week one. In this same week students will participate in a Self-intro Forum, by posting content then reading and responding to another person's post.

Chapter Quizzes: There will be weekly equally weighted quizzes based on course content that will contain between 10 and 20 questions. Quizzes may include, but are not limited to, multiple choice, matching, true/false, short and medium answer questions. **These quizzes are not timed and students may use their textbook. Students are encouraged to take their time and use quizzes as an opportunity to study for the final exam, as the final exam will be based on the quizzes and cover the whole course.**

Discussion Posts and Substantive Replies / Responses: Due Sunday. To promote peer learning and engagement, students will submit a discussion post and reply each week on a pre-determined topic. Any data and factual information included must be cited from its original source and not presented as the student's original thoughts. Appropriate sources include the text for this class, but outside sources such as those presented at the end of this syllabus should also be included as appropriate and relevant. Original posts are worth half of the assignment points, and a **substantive** reply to at least one classmate's post is worth the other half of total points. **Substantive reply means you have analyzed the other student's post and are replying with additional information and insights that go well beyond merely agreeing**

with them or complimenting their post. **NOTE:** When possible, please submit your original post for each week by Thursday to give classmates more time to read and reply.

Journal: Students will submit a journal assignment each week on a pre-determined topic as a way to deepen learning and prepare for in-class discussions.

Student Activities: For purposes of reflection and application of course content to real-life, students will complete and submit weekly activity assignments.

Final Reflection Assignment: Students will be required to submit an assignment that analyzes and reflects on a **previous** group experience they have had, and to identify areas of improvement for future group work.

Final Exam: The final exam will cover all text chapters included during the course. The exam may include, but is not limited to, multiple choice, reflective notes, short and medium answer questions, and case study analysis. Students must take the online exam during the last week of class. It is a timed exam, and the clock starts as soon as the exam is accessed by the student. Earning a good grade will require that you are familiar with course content and not reliant on a book or other materials to complete this exam within the allotted amount of time. The exam will be based on the chapter quizzes.

Class Information

This is a five-unit course with all instruction and learning activities occurring virtually via Canvas. It is recommended students use a computer to participate in class and not a phone, especially when completing assignments.

All coursework will be posted on Canvas at <https://deanza.instructure.com> including assignments and quizzes, discussions, journals, and the final exam. (A link to Canvas is also available in MyPortal on your Student Tab) You will have to be registered to access coursework on Canvas. If you need help with how to use Canvas, please go to <https://deanza.instructure.com/courses/1106>.

Required Text and Materials

The textbook for this course is Portolese, L. (2015). Human Relations (v.2.0) Irvington, NY: Flatworld Knowledge.com.

- The open source textbook is available free online at <http://www.saylor.org/books/> (site link) or https://saylordotorg.github.io/text_human-relations/ (direct link to book).
- You may order digital access to the text with a complete set of study aids. The options - accessing the book through your account (\$29.95) or Digital All Access Pass - download the book on your digital device and includes study pass (\$49.95). Order at <https://students.flatworldknowledge.com/course/2550558>

Course Schedule	Chapter / Topic / Reading	Assignments / Activities
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Week 1		1 - What is Human Relations?
	Welcome, Syllabus, Course Overview	Self-intro Forum Quiz - Syllabus
	Ch 1 - What is Human Relations	Journal - Chapter 1 Activity A - Time Management (due in week 2)

Week 2	2 - Achieve Personal Success	
	Ch 2 - Achieve Personal Success	Discussion Post and Reply - Chapter 2 Quiz - Chapter One & Two Due (assigned last week): Activity A - Time Management Activity B - Emotional Intelligence
Week 3	3 - Manage Your Stress	
	Ch 3 - Manage Your Stress	Quiz - Chapter Three Journal - Chapter 3 Activity C - Stress Management
Week 4	4 - Communicate Effectively	
	Ch 4 - Communicate Effectively	Quiz - Chapter Four Discussion Post and Reply - Chapter 4 Activity D - Communication Style
Week 5	5 - Be Ethical at Work	
	Ch 5 - Be Ethical at Work	Quiz - Chapter Five Journal - Chapter 5 Activity E - Ethical Decision Making
Week 6	6 - Understand Your Motivations 7 - Work Effectively in Groups	
	Ch 6 - Understand Your Motivations Ch 7 - Work Effectively in Groups	Quiz - Chapter Six & Seven Discussion Post and Reply - Chapter 6/7 Activity F - Applying Motivation Theories Activity G - Group Development (Video Scenario)
Week 7	8 - Make Good Decisions 9 - Handle Conflict and Negotiation	
	Ch 8 - Make Good Decisions Ch 9 - Handle Conflict & Negotiation	Discussion Post and Reply - Chapter 8 Quiz - Chapter Eight Journal - Chapter 9 Quiz - Chapter Nine Reflection Paper Assigned - due in week 11
Week 8	10 - Manage Diversity at Work	
	Ch 10 - Manage Diversity at Work	Quiz - Chapter Ten Discussion Post and Reply - Chapter 10 Journal - Chapter 10

Activity H - Conflict and Negotiation

Week 9		12 - Be a Leader
	Ch 12 - Be a Leader	Quiz - Chapter Twelve Discussion Post and Reply - Chapter 12 Journal - Chapter 12
Week 10	Ch 13 - Manage your Career	13 - Manage Your Career
		Quiz - Chapter Thirteen Discussion Post and Reply - Chapter 13 Journal - Chapter 13
Week 11		Reflection Paper Due
		Reflection Paper Due Sunday
Week 12		Final Exam
Due WEDNESDAY, March 26	Final Exam	Final Exam. 50 questions. 60 minutes to complete. Congratulations! You did it! NOTE: The course closes before the end of this week but the exam will be open for several weeks prior. This means the exam is due 3/26 (NO EXCEPTIONS).

Assignments	Point Value (500 total points for course)
First week syllabus quiz - 1	5
First week Self-into Forum - 1	5
Chapter Quizzes - 10	100
Discussion Posts & Replies - 7	70
Journal Submissions - 7	70
Chapter Activities - 8 (10-20 points each)	150
Final Reflection Paper - 1	50
Final Exam (Comprehensive) - 1	50

Grading - (excludes extra credit)

Percent %	Grade	Percent %	Grade
100 - 98	A+	< 80 - 78	C+
< 98 - 93	A	< 78 - 70	C
< 93 - 90	A-	< 70 - 68	D+

Percent %	Grade	Percent %	Grade
< 90 - 88	B+	< 68 - 63	D
< 88 - 83	B	< 63 - 60	D-
< 83 - 80	B-	< 60	F

Late Assignments

Many assignments will be open in Canvas for one day past their due date. While a student can submit any assignment late while it is still open, submitting it past the due date will result in a 10% point reduction. Assignments will generally not be accepted after they have closed, unless the student has contacted the instructor prior to the due date to request an extension for a valid reason. (For example illness, unexpected emergency etc.) Students should plan to work ahead to submit assignments early in the event they will be out of town or have other commitments that will make meeting an upcoming deadline difficult.

Extra Credit

Students who include and appropriately cite outside resources from reputable sources in preparing discussion posts and/or replies will earn an additional point on each of those assignments. A maximum of one extra point per discussion post (which encompasses original post and reply) is possible for a total of 7 points for the entire quarter. **Please note: students will be awarded ½ point for citing an outside resource and ½ point for using proper APA format. You should be citing the text throughout the course when drawing points from it, but extra credit will only be awarded when bringing in an additional outside resource.** For more information on finding and citing reputable sources, students should familiarize themselves with the information found at https://owl.purdue.edu/owl/research_and_citation/using_research/documents/20180510023500_949.pdf

ADDITIONAL INFORMATION AND RESOURCES

Getting Help

Weekly office hours are posted and available via Zoom. Students may also contact me through the course Canvas message system with questions or to arrange a time to meet virtually or via phone. I check into the course almost daily, but take at least one weekend day off. Allow up to 24 hours for a reply Monday - Friday, and possibly not until Monday if a request is submitted late Friday - Sunday. Note that as this is a large class, the earlier you contact me for help the more likely you are to be able to connect and get what you need before pertinent due dates. In other words, do not wait until the last minute in seeking guidance on assignments or to raise questions, as I will help students in the order on which they have sought help.

For questions about course content, please contact the instructor via Canvas message (not via email), so we can more easily keep track of all communications.

You can also get help from your colleagues or contact the tutorial center. The tutorial center has Study Skills workshops. The schedule is posted under academic skills: <http://www.deanza.edu/studentsuccess/>. (These workshops are free!)

System Requirements

Canvas:

Canvas supports the current and first previous major releases of the following browsers:

- Internet Explorer 11 and Edge (*Windows only*—please make sure your operating system is also current as noted in the computer specifications lesson; you may need to download the Windows 10 Anniversary Update to submit Canvas assignments)
- Safari 8 and 9 (*Macintosh only*)
- Chrome 52 and 53
- Firefox 47 and 48 (Extended Releases are not supported)
- Flash 22 and 23 (used for recording or viewing audio/video and uploading files)

We highly recommend updating to the most current version of your preferred browser. Your browser will notify you if there is a new version available.

Run the readiness test by clicking on this link so that you can test your browser and see what plug-ins you might need.

Course Home Page:

Log into Canvas with your De Anza ID. You can access your Canvas course home page at the start of the quarter.

Once you log in to Canvas, you will see a list of courses you have registered that has a Canvas component. Click on our course home page.

Click on the appropriate week button for each week's assignment module.

Click on "Grades" to keep track of your own progress.

Within each week's module follow the links for chapter readings, lecture slides, assignments, and any additional videos or weblinks. You can also download the textbook and study offline.

All assignments are due at 11:59 pm on the due date. Complete each assignment by clicking on each one in the course.

Attendance / Participation

Regular participation is expected, and Canvas notes when students are logged in and for how long. This is an online only class, and students are expected to accept the level of personal responsibility required for success. This means being comfortable with a high-level of self-direction, but always seeking help from the instructor when questions or concerns arise. Legitimate absences (an unavoidable situation) with documentary evidence will not be counted as failing to meet the **participation requirement that is included at the top of this syllabus. Instructor reserves the right to drop all students who do not meet this policy.**

Please check the lesson plan and plan your work accordingly - do not wait till the due date. Since the assignments and readings are available 7x24 online (accessible anytime anywhere) the only valid reasons for late submissions or requesting an Incomplete for the course are major medical emergency/hospitalization (yourself or child/significant other), National Guard, or jury duty/court appearance, all with official proofs. **Travel, work schedule, family matters, vacation, forgetting, work conflicts, or being busy with another class, are not typically valid reasons for not submitting assignments or missing class.**

Important note: If you have a busy school week ahead, or have frequent, persistent, or high likelihood of family issues or work conflicts, please complete the assignments early rather

than waiting until the due dates. However, if you need any additional support, please let the instructor know so that accommodations can be made to fit your needs.

Timely completion of assignments is essential as learning in this class is built on top of the previous chapters. As such, for those students who add the class with an add code, the record of assignment submissions and participation maintained by the instructor begins with the day the students are given the add code by the instructor.

Based on the De Anza Student Handbook, to request an incomplete on the transcript, a student must have completed at least 75% of the course assignments. If a student wants or needs to drop the class, the student is solely responsible for dropping the course. See De Anza's policies and deadlines for attendance and drop/add/withdraw calendar on My Portal by clicking on your course, then "menu" and "essentials" you should see the dates for the summer quarter.

Important Dates

Withdrawing from the class is the student's responsibility. See De Anza's policies and deadline for attendance and drop/add/withdraw at <http://www.deanza.edu/policies/attendance.html> and <http://www.deanza.edu/calendar/>

Last day for drops w/refund: January 19

Last day for drops with no W: January 19 (*If you withdraw with a "W," that may count toward the maximum of three times that you are generally allowed to enroll in a particular course.*)

Last day for drops: February 28

Classroom Etiquette / Netiquette

Participation is more than just logging into the class and submitting assignments. Students are expected to engage in critical self-reflection through weekly assignments. They are also expected to contribute to and advance the level of conversation with their classmates by raising new points and adding new information during class sessions. Although delivered virtually, this is a classroom like any other in that the goal is to reflect, share, engage, and support one another in a respectful and confidential environment so that all students can learn and grow through this experience. Students should be punctual with all assignment submissions, and participate in a way that is respectful of the learning of others.

Disability Support Services

For information or questions about eligibility, support services or accommodations to disability (physical or learning disability), please contact:

Disability Support Service (DSS): Student Services Building (408) 864-8753; Educational Diagnostic Center (EDC): Learning CenterWest 110 (408) 864-8839; Special Education Division: (408) 864-8407; <http://www.deanza.edu/dsps/dss/>

Outside Sources

In preparing assignments, students may review and include information from outside sources such as:

- Research presented in newspapers, magazines, academic journal, etc.
- Note: Wikipedia is **NOT** considered a reputable source, but possible sources may be found in the notes and links sections at the bottom of those pages.

NOTE: Be sure to appropriately cite any research or source used.

Final Remarks

A key factor in achieving a successful outcome in this course is the willingness and commitment of students to read widely on the topics covered from academic and professional sources and to participate actively in class discussions. Such students will not only enjoy the class but are more likely to achieve the learning outcomes of the course. I am looking forward to a great quarter!!