COMMON COURSE OUTLINE: Course discipline/number/title: BTEC 1220: Human Relations

A. CATALOG DESCRIPTION
1. Credits: 3
2. Hours/Week: 3
3. Prerequisites (Course discipline/number): BTEC 1001, the D2L Online Tutorial, or the instructor’s permission is required when the course is offered online. College-level reading and writing skills: Appropriate score on RCTC placement test or appropriate developmental courses with grade of C or better.
4. Co-requisites (Course discipline/number): None
5. MnTC Goals (if any): NA

This course involves the study and development of essential communication skills needed in business to interact/work effectively with individuals and/or groups. The course emphasizes verbal/nonverbal communications, transactional analysis, listening, problem solving, decision-making, leadership styles, motivation/morale, stress management, business ethics, and group presentations.

B. DATE LAST REVISED (Month, year): April, 2010

C. OUTLINE OF MAJOR CONTENT AREAS:
1. Verbal communication process
2. Perception
3. Listening
4. Nonverbal Communications
5. Transactional Analysis
6. Motivation
7. Stress
8. Morale
9. Business Ethics
10. Problem Solving
11. Decision Making
12. Leadership styles
13. Dealing with change
14. Organizational Structures
15. Diversity
16. Team versus Groups Interaction

D. LEARNING OUTCOMES (GENERAL): The student will be able to:
1. Identify and demonstrate a positive understanding of intrapersonal human relations skills relating to work performance; perceptions, personality, handling stress and learning; attitude, values, ethics and self-concept; and time and career management.
2. Demonstrate poise and confidence in business communication situations.
3. Exhibit a knowledge and understanding of verbal and nonverbal communication.
4. Demonstrate a knowledge and understanding of transactional analysis.
5. Apply improved perception and listening skills.
6. Explain and demonstrate the correlation of the organizational structure and the communication channels. (Wheel, Chain, All Channel, Y, Circle)
7. Identify and distinguish best uses when forming different types of small groups. (types, roles, pressures, decision-making)
8. Apply a working knowledge of problem-solving techniques.
9. Explain the different leadership styles.
10. Demonstrate an understanding of work motivation, group/individual morale, stress factors, and business ethics.
11. Demonstrate an understanding of dealing effectively with change.
12. Differentiate the development of teams versus groups in the work environment.
13. Recognize and demonstrate the value of diversity globally.
14. Examine work environment scenarios.
E. LEARNING OUTCOMES (MNTC): NA

F. METHODS FOR EVALUATION OF STUDENT LEARNING:
   Grades will be on a point-accumulated system for:
   1. Daily assignments
   2. Class/group activities
   3. Group presentations
   4. Final research project
   5. Exams

G. SRCTC CORE OUTCOME(S) ADDRESSED:
   ☑ Communication   ☐ Civic Responsibility
   ☑ Critical Thinking ☐ Personal/Professional Accountability
   ☐ Global Awareness/Diversity ☐ Aesthetic Response

H. SPECIAL INFORMATION (if any):
   Normal fees that are charged for other computer classes and for online classes.