

MANAGEMENT 315G HUMAN RELATIONS IN ORGANIZATIONS
6-8:30pm Monday GU 100
Fall 2007

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Office Hours:
12:30-2pm Mon-Wed;
4-5pm Mon-Wed;
& by appointment

REQUIRED TEXT: Human Relations: Interpersonal Job-Oriented Skills, 9th ed. by Andrew DuBryn Pearson/Prentice Hall Publishers, 2007; PLUS MATERIALS FEE: \$1. payable to instructor.

Prerequisites: This course is for non-business students and can be used to fulfill the Viewing the Wider World general education requirements. If you are a student in the College of Business, you cannot take this course.

WebCT Course Site: <http://salsa.nmsu.edu/> Students must have a WebCT global ID and pin to access WebCT and the course site. Instructions are on the homepage of this link.

COURSE OBJECTIVES

- Increase self-awareness of personality, working behaviors, styles, and preference
- Use self-awareness as a stepping stone to understanding others' working behaviors, styles, and preferences
- Develop an understanding of human relationships on the job, with increased:
 - ability to address performance issues, both with individuals and groups
 - willingness to work in groups
 - understanding of individual differences, including the impact of cultural differences and diversity on human interactions in organizations
 - skills in managing conflict situations and building effective teams
 - ability to identify barriers to communication, and practice techniques for improving communication.
- Develop frameworks for the analysis job-related interpersonal challenges and opportunities, including:
 - personality, learning styles, and motivation;
 - interpersonal communication;
 - group processes and leadership;
 - perceptual and attributional biases affecting evaluation of performance
 - practices to improve human performance, satisfaction, and productivity at work
 - critical thinking, as well as skills in integrating, synthesizing and applying knowledge
 - the dynamics of power, powerlessness, and empowerment, as well as abuses of power and the consequent stresses in organizational life.

COURSE DESCRIPTION:

This course uses a variety of approaches to maximize student learning. Most classes involve some mini-lectures as well as small/large group discussions. There are weekly experiential exercises, as well as some films other learning devices. Because this class is about interpersonal relationships, you will learn much from your classmates as you observe them and your interactions with them. This teaching approach will not work unless you are attending class to participate in the learning activities. Thus you will note that "professionalism," which includes attendance, is heavily weighted in your grade. I will also use quizzes to reinforce learning of concepts, in addition to the required library assignment.

GRADING - Attendance is very important!!			
PRODUCT	CRITERIA	POINTS	GRADING SCALE
QUIZZES	Individual Quizzes (Best 5 of 6 scores, 1 missed/dropped)	300	A = 90-100 B = 80-89 C = 70-79 D = 60-69 F = below 60 .5 is rounded up i.e. 89.5 = A- 89.4 = B+
	Group Quizzes (Best 5 of 6 scores, 1 may be missed/dropped)	300	
	60 pts/quiz, no make-ups except as described below		
Professionalism & Group Work	Professionalism: Attendance*, Participation, Homework, Group Work	250	
Research Paper	Library Research—ON TIME!	150	
NOTE	You may be DROPPED from your team for 3 unexcused absences, doing other work in class, lateness, and/or other unprofessional behavior!		
TOTAL	(Points WILL BE deducted for lateness of any assignment!)	1000	
*See Attendance Policy at the end of this document. NOTE: Even if your absence is EXCUSED you must still do MAKE-UP work to earn back the points you missed due to your absence. Unexcused absences are NOT permitted to do make-up work.			

IMPORTANT POLICIES AND PROCEDURES

- KEEP COPIES OF ALL YOUR PAPERS WHICH YOU HAND IN. This is YOUR job!
- CHECK your posted grades for quizzes etc.--any questions regarding grades should be submitted within 2 weeks of the grade being posted, IN WRITING.
- In-class activities are important; if you miss many classes, expect to get a lower grade.
- See Attendance Policy for missed quizzes/classes--you MUST make up work to get credit for it!
- **QUIZZES:** There will be 6 multiple-choice/true-false quizzes, each worth 100 points, for a total of 600 points toward your grade. Cheating on an exam will not only result in an F for the exam, but an F for the entire course regardless of other work completed. If you cannot be present on the day of an exam, you must make prior arrangements (before the class date of the test) to take a make-up exam during finals week. Anyone who does not show up for an exam and who did not contact me prior to the exam WILL NOT be permitted to make up the exam, UNLESS it is an "excused" absence (see below). All makeup exams will be given during finals week.
- **Professionalism:** Professionalism will be determined by classroom and team behavior. Professionalism will include such variables as attendance, participation, teamwork, attitude, etc. Attendance is required and will be taken at every class meeting (more than 2 absences will be considered excessive). You are expected to participate in classroom discussion and group work activities. Excessive ABSENCES (more than 3 un-excused) or TARDINESS, SLEEPING, READING newspapers, failing to participate, WHISPERING in class, and doing ASSIGNMENTS FOR OTHER CLASSES, are just some examples of behaviors that would cause you to lose ALL your professionalism points for that class, or, in the case of excessive absences, for the entire term. Cheating or plagiarism will result in loss of all professionalism points and failure of the course. See Absences Policy below for details regarding absences.

- **ELECTRONIC DEVICES:** There are NO electronic devices permitted to be used during any class time (no cell phones, laptops, etc.). You may lose ALL professionalism points for any class in which you use electronic devices.
- **Authorized and Excused Absences:**
 - **EXCUSED ABSENCE:** For documented severe illness or death in the immediate family.
 - **Authorized absence:** It is university policy that "Students making satisfactory progress in their classes will be excused from classes when they are representing New Mexico State University on a university sponsored event (e.g., ASNMSU President represents NMSU at legislative session, student-athletes competing in NMSU scheduled athletic events or education field trips and conferences). Authorized absences do not relieve the student of class responsibilities. Prior written notice of the authorized absence will be provided to the instructor by the sponsoring department." Absences will require a 2-3 page written paper in lieu of attendance.
 - **Religious reasons:** It is the student's responsibility to review the class schedule attached to this syllabus, and to inform the instructor in writing within the first 2 weeks of the student's entering the class, if the student has a religious reason for requesting to be excused from class. As with all excused absences, the student will be required to make up the work missed, usually by writing a 2-3 page paper as make-up work.
- **Tardiness:** Professionalism points may be deducted for students who arrive late or leave early. Prior notification may mitigate such penalties.
- **Incompletes ("I" grades):** Given for passable work that could not be completed due to circumstances beyond the student's control (e.g., severe illness, death in the immediate family). These circumstances must have developed after the last day to withdraw from the course. Requests for "I" grades should be made to the instructor, but must be approved by the Management Department Head.
- **Withdrawals:** It is the responsibility of the student to know important dates such as University drop dates; last day to withdraw with a W is Tuesday Oct 16. Moreover, it is the responsibility of the student to officially withdraw from any class that he or she intends to drop.

STUDENTS WITH DISABILITIES:

Disabilities/Employee Relations: Call the Director of Institutional Equity at 505.646.3635 with any questions you may have about NMSU's Non-Discrimination Policy & complaints of discrimination, including sexual harassment. Call the Coordinator of Services for Students with Disabilities at 505.646.6840 regarding student issues related to the Americans with Disabilities Act (ADA) and/or Section 504 of the Rehabilitation Act of 1973. All medical information will be treated confidentially.

Student Responsibilities

1. Within a few days of the start of the semester, register with SSD & obtain forms.
2. Within the first 2 weeks of beginning of classes (or within 1 week of the date services are to commence), deliver the completed forms to the instructor(s).
3. Within 5 days of giving the forms to faculty & at least 1 week before any scheduled exam, retrieve the signed forms from faculty & return them to SSD.
4. Contact the SSD Office if services/accommodations requested are not being provided, not meeting your needs, or additional accommodations are needed.

Faculty Responsibilities

1. Within five 5 working days after student gives you the forms, sign them, retain a copy, & return originals to the student.
2. Contact SSD immediately if there are any questions or disputes regarding accommodation(s), disruptive behavior, etc.
3. Refer the student to SSD for any additional accommodations.

Academic Misconduct. Honesty and effort are rewarded in this course. Cheating will not be tolerated. Punishment for those caught cheating will be an "F" in the course. The person may also be subject to further sanctions including possible dismissal from their academic program or from the University. If you have any questions regarding what constitutes Academic Misconduct, you should speak with the instructor, or consult the online student handbook section on this at <http://www.nmsu.edu/~vpsa/handbook.html>. The following is excerpted directly from the NMSU student handbook:

• Academic Misconduct: Any student found guilty of academic misconduct shall be subject to disciplinary action. Academic misconduct includes, but is not limited to, the following actions:

○ **Cheating or knowingly assisting another student in committing an act of cheating**

• ○ **Plagiarism**, which includes, but is not necessarily limited to, submitting examinations, themes, reports, drawings, notes, undocumented quotations, computer-processed materials, or other material as one's own work when such work has been prepared by another person or copied from another person; . It is the student's responsibility to consult the NMSU web site describing what constitutes plagiarism.

Plagiarism web site: <http://lib.nmsu.edu/plagiarism/>

○ Unauthorized possession of examinations, reserve library materials, or other course-related materials;

○ Unauthorized changing of grades on an examination, in an instructor's grade book, or on a grade report; or unauthorized access to academic computer records;

Suspicion of Academic Misconduct: Any suspicion of academic misconduct WILL BE PROSECUTED. Any evidence of misconduct (wandering eyes during an exam, written work unlike the bulk of the student's written work, etc.) may result in the student being required to repeat the work under suspicion, at the discretion of the instructor.

Students who engage in disruptive activities in an academic setting (e.g., classrooms, academic offices or academic buildings) are subject to disciplinary action in accordance with Section IV-Non Academic Misconduct-All Students. Such students are also subject to administrative actions in accordance with the NMSU Graduate and Undergraduate Catalogs.

TENTATIVE COURSE SCHEDULE: MANAGEMENT 315G Section 01 Mondays 6-8:30		
DATE	TOPIC	ASSIGNMENT DUE THIS DAY
8/27 A	Introduction; Interpersonal Skill Development Ch 1; Ind Differences Ch 2	Learning From Experience
8/27 B	Myers Briggs; Intro to Library Research Proj Deadline to ADD: Friday AUG 31	Ch 1 & 2 ; Form teams
9/3 A	LABOR DAY HOLIDAY	Holiday
9/3 B	Deadline to Add: Wed Sept 6	
9/10 A	Team Evals; Team From Hell Ex.	Quiz #1 ch 1 & 2
9/10 B	Learning Teams; Reports to Teams	Library Research Project
9/17 A	Enhancing Ethical Behavior Ch 13	Ch 13; Team Project Update
9/17 B	Ethics Exercise; Ethics in Teams Ch 13	Ch 13; intro to ch 9
9/24 A	Motivation Ch 9	Ch 9; Library Research Update
9/24 B	Motivation Ch 9	Case/Exercise
10/1 A	Team Feedback	Quiz #2 ch 9 & 13
10/1 B	Listening/Story Noticing	Listening/Story Noticing Exercise
10/8 A	Communication Ch 3;	Ch 3; Listening/Story Noticing
10/8 B	Teamwork Skills; Team Activity	Ch 4; Feedback Day
10/15 A	Teamwork Concept Review Activity	Team Activity; Review 3 & 4
10/15 B	Team Feedback & Evals; Mid-term Review Last Day to DROP is Tues Oct 16!	QUIZ #3, Ch 3 & 4
10/22 A	Positive Political Skills	Ch. 11; Group Activity
10/22 B	Problem-Solving and Decision-Making Ch 5	Ch. 5; Group Activity
10/29 A	Group Problem Solving	Ch 5; Group Activity
10/29 B	HALLOWEEN! Review Ch 5 & 11	Quiz #4 Ch 5 & 11
11/5 A	Team Evals; Ch 10 Helping Others Grow	Ch 10
11/5 B	Helping Others Grow; Intro to Conflict	Ch 7; Film/Speaker /Exercise
11/12 A	Conflict	Ch 7; Win-As-Much-As-You-Can
11/12 B	Conflict; Team Evaluations	Quiz #5 Ch 7 & 10
11/19-23	THANKSGIVING	
11/26 A	Org. Culture and Diversity Ch 6	Ch 6 ; Exercise /Film
11/26 B	Organizational Culture & Managing Change	Quiz #6 Ch 6;
12/3 A	Stress Management Ch 14; Peer Evals	Ch 14; Peer Evals; Exercise
12/ 3 B	Integration of topics; BONUS POINTS DAY	BONUS POINTS DAY
12/10-14	EXAM WEEK (Final Quiz is OPTIONAL)	OPTIONAL final quiz on ch 14 & 15
	HAPPY HOLIDAYS!	Opt. Final Monday 6-7pm GU 100