

# Human Relations, Business 1370-50

## Spring 2010

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### Syllabus

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- Instructor:** K. Adam Snow  
Udvar-Hazy Business Building 337  
Office: 879-4261  
Cell: 705-4449  
Email: [ASnow@dixie.edu](mailto:ASnow@dixie.edu)
- Office Hours:** By appointment
- Class Schedule:** Time: 5:15-7:45 pm  
Days: Monday  
Location: Hazy 230  
CRN 20850
- Text:** Effective Human Relations, 10<sup>th</sup> Edition by Reece & Brandt  
Readings as assigned and handed out in class

### Course Description

This course is designed to assist students in developing a positive attitude toward the world of work. Suggestions for relating well with co-workers, employers, and customers will be discussed. Effective communication skills are stressed.

### Objectives

The student will-

- Understand the proper procedures for handling problems and/ or grievances on the job.
- Identify strengths and weaknesses in individual personalities and learn to apply this knowledge in working with people.
- Recognize personal values and how they may differ from others' values.
- Understand the importance of communication as a continuous process and one's obligations for successful communication in a personal and business setting.
- Understand the responsibilities involved in running an efficient business and the necessity of being a "team player" in order to contribute to that efficiency.
- Recognize how different needs may be satisfied in an employment setting and identify the aspects of an employment situation that would satisfy the student's needs as the student views them.

## ADA

*“If you are a student with a medical, psychological, or a learning disability, or think you might have a disability and would like accommodations, contact the Disability Resource Center (652-7516) in the Student Services Center. The Disability Resource Center will determine eligibility of the student requesting special services and determine the appropriate accommodations related to your disability.”*

## Classroom Behavior

Cell phones, pagers, and other electronic items must be turned off during class. Laptops are allowed for note taking, but must not be a distraction to the student or surrounding students or the student will lose his or her privilege. Disruptive behavior will not be tolerated, and the instructor reserves the right to dismiss and remove disruptive students from the course.

## Academic Dishonesty

Students are expected to perform their academic work with high standards of personal integrity. Academic dishonesty in any form will not be tolerated, including but not limited to: plagiarism in any form, submitting another person’s work as one’s own, cheating on exams or quizzes. The instructor may, at his discretion: give a failing grade on the specific assignment where dishonesty occurred, fail the student in the entire course, immediately dismiss and remove the student from the course, refer the student to Student Affairs.

## About the Instructor

K. Adam Snow is originally from Tucson, AZ, though his family helped establish St. George and has stayed here ever since. He graduated from the University of Arizona graduating Cum Laude with Honors in Political Science and French. He received a Master’s in Dispute Resolution with an emphasis in Negotiation from the top ranked Pepperdine University School of Law Straus Institute for Dispute Resolution in 2007, and graduated Cum Laude with his Master’s of Business Administration in Finance from Pepperdine University’s Graziadio School of Business in Malibu, CA. He is the founder a venture capital and consulting firm. He works for Morgan Stanley’s Global Wealth Management Division. Adam was married in 2006. He and his wife are currently expecting their first child.

# COURSE WORK

## Participation

Class participation accounts for 25 % of your total grade, and is **highly encouraged**. This course is about interpersonal relations, and as such will require significant interpersonal communication during class. The instructor will **not ask** you to speak; you are expected to be proactive in your participation.

## **Attendance**

Consistent and punctual attendance is essential to respectful job and learning environments. Many experiences and assignments will be given and completed in class and cannot be made up. Low attendance will result in low participation scores. Alternative assignments for institutional excused absences will be assigned if the instructor is informed **PRIOR** to the absence. Severe illness or extraordinary circumstances must be disclosed to the instructor *as soon as possible* so that you do not miss out on points for events beyond your control.

## **Quizzes**

Unannounced quizzes may be given on reading assignments and class discussions. This may be given at the beginning of class, and cannot be made up for those who are not prepared to take the exam when administered. All quizzes account for 5% of the final grade, and therefore the value of each quiz will depend on the number given. Adequate participation in class will equate to fewer quizzes. Less participation will mean more quizzes.

## **Chapter Cases**

The end of each chapter has multiple Chapter Cases (“CC”). For the indicated chapters, select one of the cases and complete all of the questions thoroughly. This is to be handed in to the instructor on the day the given chapter is discussed. Total CC assignments are worth 12 points, and therefore each individual CC assignment is worth 4 points. Assignments should be no more than 2 pages. Each page must include your Name, Date, Chapter Number, and Case Name on the top right corner of each page.

Assignments are to be handed in the day they are due. They will be penalized one letter grade of the achieved score the first day after the due date, two letter grades the second day after the due date, and will not be accepted the third day after the due date.

Any extenuating circumstances must be discussed with the instructor **PRIOR** to the due date and must receive **PRIOR** approval from the instructor.

## **Article Reports**

You will be assigned three article reports throughout the semester relating to human relations. These reports will follow the same format and conditions as the chapter assignments. The articles are to be found and analyzed by the student. The articles must be taken from a reputable news or business source, and must be attached to the analysis to receive credit.

## **Final Exam- Communication Analysis**

The student will locate a real life human relations conflict or scenario, gather sufficient information, and analyze the situation. The analysis should give a brief background to the situation, and then analyze the situation for good and bad points in the communication, breakdowns or successes, and your own suggested improvements for what could have helped. The final outcome of what really happened will be included as an appendix to the report. This assignment will be analyzed in a paper not more than 15 pages in length, and not less than 12 pages. The student will also present his or her analysis to the class during the final two class periods.

Suggestions:

- The brief background should be just that...brief! This is not a narrative, and should not comprise more than 1 full page of the report.
- While an article may be used for this assignment, most articles only give a cursory look at a situation and do not provide adequate information to sufficiently analyze the situation. It is expected that most, if not all, students will select a situation where they can personally interview the participants, visit the premises if necessary, and gain a full understanding of what actually happened and why.
- Including analysis from assigned readings and from outside sources is **strongly** encouraged and will be reflected in the grade.

**Final Grade Composition**

Attendance/ Participation	25
CC Assignments (x3)	12
Articles (x 3)	15
Quizzes (x ?)	8
Communication Analysis	40
<b>TOTAL</b>	<b>100</b>

**Final Grade Point Scale**

A 93.0+	B+ 89.9- 87.0	C+ 79.9- 77.0	D+ 69.9- 67.0	F 60.0- 00.0
A- 92.9-90.0	B+ 86.9- 83.0	C 76.9- 73.0	D 66.9- 63.0	
	B- 82.9- 80.0	C- 72.9- 70.0	D- 62.9- 60.0	

**Overall Tips**

- While this is not an “English” class, proper grammar and spelling is expected. Interpersonal relationships are about respect, and respect is quickly lost if one is unable to properly communicate his or her thoughts. Therefore serious or numerous grammatical faults will be penalized.
- All assignments must be typed. Handwritten work will not be accepted.
- This course is meant to be more of a workshop than a lecture. Questions and comments are expected and appreciated. Your grade depends on appropriate participation. However, merely speaking in class is not the only criteria for effective participation. Comments must be on point and further the discussion. “A” level comments reflect understand and analysis of the readings and real world application of that analysis. Merely parroting the reading in class equates to “C” level participation.

- The beginning of each class will begin with students applying analysis of readings and discussions to real world situations. This is a perfect time to get participation points.
- It is expected that students will read the assignments prior to attending class so they can participate in that discussion. Reading after class doesn't do anyone any good.

### **Course Schedule**

<b><u>Date</u></b>	<b><u>Topic</u></b>	<b><u>Class Prep</u></b>	<b><u>Assignment Due</u></b>
1/11/2010	Class Orientation	Ch. 1	
1/18/2010	<i>HOLIDAY</i>	<i>HOLIDAY</i>	<i>HOLIDAY</i>
1/25/2010	Improving Personal and Organizational Communications	Ch. 2	
2/1/2010	Understanding Your Communication Style	Ch.3	CC
2/8/2010	Personal Value Influence Ethical Choices	Ch. 5	Article 1
2/15/2010	<i>HOLIDAY</i>	<i>HOLIDAY</i>	<i>HOLIDAY</i>
2/22/2010	Attitudes Can Shape Your Life	Ch. 6	
3/1/2010	Motivating Yourself and Others	Ch.7	CC
3/8/2010	<i>SPRING BREAK</i>	<i>SPRING BREAK</i>	<i>SPRING BREAK</i>

	Interpersonal Relations and Emotional Balancing	Ch.8 and Ch. 9	Article 2
3/15/2010			
3/22/2010	Team Building	Ch. 12	
3/29/2010	Conflict Resolution	Ch. 13	CC
4/5/2010	Stress	Ch. 14	
4/12/2010	Diversity	Ch. 15	Article 3
4/19/2010	Wrap-up exercise		
4/26/2010	FINAL	FINAL	FINAL
5/3/2010	FINAL	FINAL	FINAL