Course Title
LTEC 4470: Human Relations in Business, Education, and Industry
LTEC 5470: Interpersonal Skills Development

Instructor
Deborah Cockerham, PhD
Deborah.Cockerham@unt.edu

Course Description
This course is a study of the components of human relations and interpersonal communication factors in business, education, trade and industrial education and training programs.

In this course you will apply effective interpersonal relations practice with technical knowledge and good work habits to achieve success in any activity or project involving interactions with people. Interpersonal skills enable people to connect with others, a key element in success.

Interpersonal skills are often referred to as soft skills. Technical skills are often referred to as hard skills. Soft skills and hard skills are necessary for organizations to produce results.

Course Goals and Objectives
1. Identify individual factors that influence human relations in business, education, and industry.
2. Identify team and group factors that influence human relations in business, education, and industry.
3. Identify actions to improve human relations in business, education, and industry.

Learning Outcomes
After completing this course, the learner should be able to:

1. Establish a framework for human relations by describing a model for interpersonal skill improvement and effective goal setting. (CO1, CO3)
2. Identify individual differences by examining personality, mental ability, emotional intelligence, and values. (CO1)
4. Develop teamwork skills by explaining the differences between traditional and virtual teams and effective tactics for team roles. (CO2)
5. Utilize group problem solving and decision making skills by implementing problem solving processes such as brainstorming, nominal group technique, and groupware. (CO2)

6. Identify the importance of cross-cultural relations and diversity by recognizing how diversity and cultural umbrellas influence cross-cultural barriers and relations. (CO2)

7. Resolve conflicts with others by applying the five styles for handling conflict and negotiating. (CO2)

8. Develop tools to become an effective leader by identifying and applying key leadership traits and skills. (CO3)

9. Determine ways to motivate others by examining responses to positive reinforcement, expectancy theory, and self-motivation. (CO2, CO3)

10. Identify positive political skills in the workplace by examining the impact of social intelligence and business etiquette. (CO1, CO3)

11. Determine how to increase customer service skills by exploring the three components of customer experience. (CO3)

12. Apply ethical behavior in the workplace by identifying situations that cause ethical dilemmas and the systematic method for making ethical decisions. (CO3)

13. Determine ways to increase personal productivity by identifying symptoms of stress, implications of procrastination and time wasters, and work habits and skills that impact productivity. (CO3)

Resource Materials

The required text for this course is:


ISBN-10: 0133506827

Communication

Instructor: Dr. Deborah Cockerham

Office Hours: by appointment - NOTE: Because of the pandemic, all appointments will be conducted online this semester.

Preferred Method of Communication: Deborah.Cockerham@unt.edu or Canvas Email

While I want to make myself as available as possible to each of you, I do have to place some limitations on when I can be contacted. I would prefer that most general questions go through the Q & A forum in the Discussion Board area. If you have a general question about the course or assignments, please post it there. Either I will answer it, or, one of your classmates will. This way we can all benefit from questions asked, and they can be answered in a venue that the whole class can see. You may also want to find someone in class to be a "buddy" with. This will give you at least one other person that you can email with questions.

If you have a private question, please contact me via Canvas email and I will usually respond within 48 hours.
Normally, I will return feedback on all written assignments within 1 week of the due date. However, if I see that I will be unable to return your feedback that quickly I will post an Announcement to let everyone know when it can be expected.

Assessment/Grading

Submit all work as specified by the instructor. You must take into consideration electronic communication difficulties. The student is responsible for all course deadlines. Student must keep a copy of all assignments. All assignments must be turned in by the “due date”. Letter grades will be based on the following scale:

90-100% A  
80-89% B  
70-79% C  
60-69% D  
Below 60% F

Late Work Policy

Assignments should be submitted by 11:59 pm on date they are due; assignments are permitted to be turned in early. Assignments received on the next day will be penalized 50%. Assignments received after the one day late will receive zero (0) points. All work turned in after the deadline will receive a grade of zero unless the student has a university-excused absence (Links to an external site.) and provides documentation with 48 hours of the missed deadline. Each student will be allowed ONE late assignment. Use this wisely! If you are unable to turn in your work before 11:59 pm on the due date, you may have until 11:59 pm on the following third day (Saturday evening) to complete your work on ONE occasion during the term. Assignments received after this will receive a zero (0) and no other late assignments will be accepted. You MUST let me know that you want to use your one-time late assignment PRIOR to the due date and time for the assignment.

Medical Emergencies

If you have a medical emergency that will prevent you from completing the course as scheduled, you MUST notify your instructor at the time of your medical problem. Requests for an Incomplete or to drop the course must come at the time of the medical emergency and must be supported by a letter from your physician and must specifically state that your medical situation will not permit you to work at your computer in order to submit your assignments as scheduled. Requests for an Incomplete or to drop this course based on a medical emergency cannot be granted after the medical emergency. All requests must meet standard university policy. Doctor’s notes must be received during week 1 or 2 of the medical emergency. Those submitted at the end or once it is over will not be accepted.

UNT Policies

Student Conduct and Discipline
You are encouraged to become familiar with the University Student Code of Conduct maintained by the Dean of Students in the Office of Student Affairs: https://deanofstudents.unt.edu/conduct.

**ADA Policy**

The University of North Texas makes reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide you with an accommodation letter to be delivered to faculty to begin a private discussion regarding your specific needs in a course.

You may request accommodations at any time, however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation.

Note that students must obtain a new letter of accommodation for every semester and must meet with each faculty member prior to implementation in each class.

Students are strongly encouraged to deliver letters of accommodation during faculty office hours or by appointment.

Faculty members have the authority to ask students to discuss such letters during their designated office hours to protect the privacy of the student.

For additional information see the Office of Disability Accommodation website at http://www.unt.edu/oda.