

# LTEC 4470/LTEC 5470 Syllabus - Spring 2022

LTEC 4470: Human Relations in Business, Education, and Industry

LTEC 5470: Interpersonal Skills Development

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**College: College of Information**

**Department: Learning Technologies**

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## 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)
3. Build self-esteem and self-confidence by describing the nature and consequences of self-esteem and methods for enhancing and developing self-confidence. (CO3)
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:

DuBrin, A.J. Human Relations: Interpersonal Job-Oriented Skills, 12th edition (Pearson, 2015).

ISBN-10: 0133506827

### **Communication**

Instructor: Schedule appointments via email.

#### **Virtual by Appointment**

- You can schedule an appointment via email in Canvas. Office hours are tentative and can be canceled due to unforeseen circumstances. All efforts will be made to reschedule and notify students of any cancellations when such events occur.
- Meetings will be conducted virtually using my Zoom account, or by phone. I will work with each student to find a reasonable time to meet.

## **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>.