



**MANAGEMENT AND ORGANIZATIONAL STUDIES
HUMAN RELATIONS
MOS 2155a 550
Fall 2018**

CONTACT INFORMATION

Instructor: Dr. Donna Kotsopoulos **Email:** dkotsopo@uwo.ca
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Course Website: OWL
Office Hours: Wednesdays 3 p.m. to 5 p.m. or by appt.

CLASS INFORMATION

| Day | Time | Location |
|--------|-----------------------|----------|
| Monday | 8:30 a.m. –11:30 a.m. | HUC-V210 |

CALENDAR DESCRIPTION

An examination of the theories and applications of managing human relations and the dynamics of interaction within organizations.

Prerequisite(s): Enrolment in BMOS Program.

COURSE OBJECTIVES

Organizational Human Relations is the study of achieving organizational effectiveness by working with other individuals. This course introduces the student to the many skills and abilities required to manage relationships with typical organizational stakeholders.

The study of Human Relations derives its theoretical foundations from Psychology, Human Rights, Human Resources, Sociology and Organizational Behaviour. Human Relations focuses on two primary areas including individual growth and development, and the pursuit of organizational goals and objectives.

LEARNING OUTCOMES

1. Understanding influential theoretical perspectives and research findings in the field of human relations in organizations;
2. Application of conceptual frameworks to diverse human relations problems;

3. Think analytically and creatively about significant human relations in organizations.

COURSE MATERIALS

Human Relations: Interpersonal, Job-Oriented Skills, Fourth Canadian Edition, 4/E, DuBrin & Geerinck. ISBN-10: 0133474062 • ISBN-13: 9780133474060. E-text: ISBN-10: 0133495590 • ISBN-13: 9780133495591

OWL

The course website on OWL will be used extensively for course announcements, content delivery, assignment submissions, and grade management. You are responsible for checking OWL and your UWO email regularly for course communications. All course assignments will be submitted through OWL and plagiarism software will be used (Turnitin).

COURSE EXPECTATIONS

1. **Attendance:** Students are expected to attend all classes.
2. **Preparation:** Assigned materials (text, readings and cases) should be prepared prior to class.
3. **Contribution:** Individual contributions may consist of: responding to questions; summarizing key concepts; analyzing case details; presenting relevant outside references; posing questions; or otherwise enriching the learning experience in the class.
4. **Group work:** Groups will be formed during the first week of classes. These groups will work together for Assignment 2. The group is expected to manage all of assignment tasks with fairness and respect.

IMPORTANT DATE

Last date to drop a first-term half course or a first term full course (2018-2019 Fall/Winter Term) without academic penalty: November 12.

COURSE METHODOLOGY

The course includes lectures but discussion will be a part of every class session. Your attendance and participation are essential. Students should come to class with their textbook, having read the work scheduled for that day, and should be prepared to participate in class discussion. Frequently, references will be made by page number to specific passages in the text. Students are expected to turn off their cell phones and other electronic devices during class.

EVALUATION (Assignment details below)

All assignments are submitted via OWL due by midnight on the day specified below.
Paper copies are not accepted.

| Evaluation | Percentage | Due Date |
|------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------|
| Assignment 1 Individually | Part 1: 15% - annotated bibliography Part 2: 20% - research paper | Part 1: October 15 Part 2: October 29 |
| Assignment 2 In groups of 3 - 4 | Part 1: 30% - video Part 2: 35% Research Paper | Part 1: November 26 Part 2: December 3. |
| Total | 100% | |

CLASS SCHEDULE

| Class | Topic | Chapter |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| Sept. 10 | A Framework for Interpersonal Skill Development | Chapter 1 |
| Sept. 17 | Understanding Individual Differences (Please bring a mobile device to access the internet) <i>Guest Lecturer: Colleen Burgess, Teaching and Learning Librarian</i> | Chapter 2 |
| Sept. 24 | Building Self-Esteem and Self-Confidence <i>Guest Lecturer: Colleen Burgess, Teaching and Learning Librarian</i> | Chapter 3 |
| Oct. 1 | Interpersonal Communication and Interpersonal Skills for the Digital World <i>Guest Lecturer: Mandy Penny, Writing Centre, Director</i> | Chapter 4 & 5 |

| Oct. 9-12 | Fall Reading Week | |
|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Oct. 15 Assignment 1, Part 1 DUE | Developing Teamwork Skills, Group Problem Solving and Decision Making | Chapter 6 & 7 |
| Oct. 22 | Cross Cultural Relations and Diversity | Chapter 8 |
| Oct. 29 Assignment 1, Part 2 DUE | Resolving Conflict with Others | Chapter 9 |
| Nov. 5 | Becoming and Effective Leader, Skills for Motivating and Helping Others | Chapter 10, 11 |
| Nov. 12 | Positive Political Skills, Enhancing Ethical Behaviour | Chapter 12 & 14 |
| Nov. 19 | Customer Satisfaction Skills | Chapter 13 |
| Nov. 26 Assignment 2, Part 1 DUE | Personal Productivity and Stress Management | Chapter 15 |
| December 3 Assignment 2, Part 2 DUE | Job Search and Career Management Skills <i>Guest lecturer: Britney Podolinsky, Coordinator, Careers and Internships</i> | Chapter 16 |

ASSIGNMENT OVERVIEW

All assignments in this course involve listening to a podcast available at <https://whitneyjohnson.com/disrupt-yourself-podcast/>. Author Whitney Johnson explores the stories of “disrupters” who come from various industries. The podcasts are conversations that share real life experiences and insights related to human relations. Transcripts of podcasts and other resources are available via each link below. Each assignment has multiple components.

ASSIGNMENT 1 (individual): MY DERAILEMENT ARCHETYPES

Carter Cast: The Five Archetypes of Derailment
(<https://whitneyjohnson.com/carter-cast/>)

This interview is with Former CEO of Walmart.com and current professor of management at Northwestern’s Kellogg School of Business, Carter Cast. This interview discusses “five archetypes of derailment” and how being aware of your weaknesses can assist you with human relations by understanding yourself. There are two parts to this assignment.

Part 1: Annotated bibliography of the sources used in the research paper (see Part 2). Part 1 is worth 15% and is due on October 15 and is to be submitted through OWL.

Part 2: Write a short research report (750-1000 words), grounded in theoretical perspectives related to the archetype(s) of derailment that relates to you. You must complete the online derailment quiz (see below for link). Part 2 is worth 20% and is due on October 29 and is to be submitted through OWL

Expectations:

1. Listen to the podcast – link above.
2. Complete the online derailment quiz at: <http://cartercast.com/derailment/>.
3. Complete an annotated bibliography identifying a related theory to your archetype. Include a minimum of five to seven researched sources (not including the text, which should be utilized), with at least three peer-reviewed articles (15% of the grade due October 15, 2018).
4. Prepare a short research paper (1000 -1500 words). Your paper must adhere to the following: Double-spaced, 12-point font, Times New Roman, grammatically correct, date and class in upper left hand corner, title centered and bolded, bibliography at end, and using APA citations. Submitted through OWL (20% of grade due October 29, 2018).

ASSIGNMENT 2 (in groups of 3 or 4): CRAFTING YOUR DIGITAL STORY

For this assignment, you will watch two podcasts. The first podcast is an interview with Donald Miller, CEO of StoryBrand and author of the book *Building a StoryBrand: Clarify Your Message So Customers Will Listen*. He’s an expert in helping people identify their marketing message and crafting the strategy that will actually get things sold. This podcast is available at: <https://whitneyjohnson.com/donald-miller/>.

The second podcast is an interview with Patty McCord, former Chief Human Resources Officer at Netflix, author of the book, “Powerful.” Patty describes herself as a “serial entrepreneur.” she started her career at very large companies and worked her way backward, with each company getting progressively smaller. This podcast is available at <https://whitneyjohnson.com/patty-mccord/>. Podcast notes include a slide deck she used at Netflix.

There are two parts to this cumulative assignment:

Part 1: Your task is to create a recruitment video for a new start-up company. Take key messages from these podcasts to develop the recruitment video. The video can be between 2 and 3 minutes long and will be shared with your classmates via OWL. In this cumulative assignment, you will use free software available for both Windows (Movie Maker) and Mackintosh OS X (iMovie). Part 1 is worth 30% and is due on November 26 and will be posted to OWL.

Part 2: Using material from your text and other sources, write a 1500 - 2000 paper to outline the theories and methodologies you incorporated in your view. Part 2 is worth 35% and is due the last day of class, December 3.

Expectations:

1. You can use any free moving making software that is available to you. Familiarize yourself with the free **MOVIE MAKING SOFTWARE**
 - a. Movie Creator/Maker for Windows (free): <https://www.microsoft.com/en-ca/p/movie-creator-free-video-editor/9nblggh4wwjr>;
 - b. iMovie for Mac OS X (built-in): <https://www.apple.com/ca/imovie/> [Week 1 and Week 2] ;
2. Determine the profile of your start-up company [Week 2 and Week 3] ;
3. Start your research paper (not to exceed 1500 words). Please see writing requirements for Assignment 1 for details. [Week 4, 5]
4. Create your short recruitment video. [Week 6 ,7, 8]
5. Complete your video and post to OWL. [Week 9, 10, 11]
6. Post your recruitment video to OWL [Week 11]
7. Submit your accompanying research paper. [Week 12]

NOTE: EVERY MEMBER OF THE GROUP MUST SUBMIT A COPY OF THE PAPER TO OWL.

ONLY ONE COPY OF VIDEO NEEDS TO BE POSTED TO THE APPROPRIATE FORUM IN OWL.



The Appendix to Course Outlines is posted on the OWL course site.