



Wisconsin Indianhead Technical College

32809371 Applied Human Relations

Course Outcome Summary

Course Information

Description	A course designed to give students insight into how their own personality and abilities affect their own relationships with others at work, in the family, and in society. Areas stressed include presenting a professional image in seeking employment, developing a positive work attitude, and an awareness of personal adjustments needed to succeed on any new job.
Instructional Level	Two-Year Technical Diploma
Total Credits	2.00
Total Hours	48.00

Types of Instruction

Instruction Type	Credits/Hours
Presentation (Lecture/Demonstration/Discussion)	2/48

Course History

Revised By Andrea Schullo (andrea.schullo)

Course Competencies

1. Develop functional interpersonal relationships	<i>Domain</i>	<i>Cognitive</i>	<i>Level</i>	<i>Analyzing</i>	<i>Status</i>	<i>Active</i>
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Assessment Strategies

- 1.1. in a written, oral, or multi-media report
- 1.2. individually or in a group

Criteria

Criteria - Your performance will be satisfactory when:

- 1.1. learner identifies the importance of interpersonal relationships
- 1.2. learner identifies functional and dysfunctional behaviors within human relations
- 1.3. learner assesses the importance of self
- 1.4. learner differentiates self-esteem and self-concept
- 1.5. learner practices effective self-disclosure
- 1.6. learner demonstrates the relationship between a positive attitude and job satisfaction

Learning Objectives

- 1.a. Explain the importance of interpersonal relationships
- 1.b. Compare self-esteem and self-concept
- 1.c. Discriminate between functional and dysfunctional behaviors within human relations
- 1.d. Define the relationship between a positive attitude and job satisfaction

2. Examine motivation

Domain Cognitive Level Analyzing Status Active

Assessment Strategies

- 2.1. in a written, oral, or multi-media report
- 2.2. individually or in a group

Criteria

Criteria - Your performance will be satisfactory when:

- 2.1. learner assesses personal motivational patterns
- 2.2. learner analyzes situations in which human needs are impacted
- 2.3. learner analyzes motivational theories
- 2.4. learner applies decision making skills appropriate to specific conflicts

Learning Objectives

- 2.a. Identify theories of motivation
- 2.b. Define what motivates individuals
- 2.c. Define self-esteem behaviors

3. Apply effective communications

Domain Cognitive Level Applying Status Active

Assessment Strategies

- 3.1. in a written, oral, or multi-media report
- 3.2. individually or in a group

Criteria

Criteria - Your performance will be satisfactory when:

- 3.1. learner practices effective communication in human relations
- 3.2. learner identifies the different types of communication
- 3.3. learner applies good listening skills
- 3.4. learner describes the role of non-verbal communication
- 3.5. learner summarizes the importance of intercultural communication with today's world of work

Learning Objectives

- 3.a. Describe the importance of effective communication in human behavior
- 3.b. Compare different types of communication
- 3.c. Summarize good listening skills and the role of non-verbal communication
- 3.d. Recognize the importance of intercultural communication

4. Apply positive group dynamics

Domain Cognitive Level Applying Status Active

Assessment Strategies

- 4.1. in a written, oral, or multi-media report
- 4.2. individually or in a group

Criteria

Criteria - Your performance will be satisfactory when:

- 4.1. learner identifies why people join groups
- 4.2. learner describes what makes a group
- 4.3. learner identifies different types of groups
- 4.4. learner identifies barriers to effective groups
- 4.5. learner identifies team building

Learning Objectives

- 4.a. Describe the role of a group in the workplace
- 4.b. Recognize the value of group interactions
- 4.c. Recognize the elements of trust and assertiveness as related to diverse groups
- 4.d. Develop team building skills

5. Manage conflict

Domain Cognitive Level Applying Status Active

Assessment Strategies

- 5.1. in a written, oral, or multi-media report
- 5.2. individually or in a group

Criteria

Criteria - Your performance will be satisfactory when:

- 5.1. learner analyzes the meaning of conflict
- 5.2. learner recognizes different styles of conflict management
- 5.3. learner recognizes solutions to conflict

Learning Objectives

- 5.a. Define conflict
- 5.b. Describe what it means to solve conflicts
- 5.c. Recognize solutions to different workplace conflicts

6. Manage stress

Domain Cognitive Level Applying Status Active

Assessment Strategies

- 6.1. in a written, oral, or multi-media report
- 6.2. individually or in a group

Criteria

Criteria - Your performance will be satisfactory when:

- 6.1. learner recognizes the sources of stress
- 6.2. learner identifies the effects of stress on physical and mental health
- 6.3. learner applies stress reduction/prevention strategies

Learning Objectives

- 6.a. Identify the standard elements of group/individual stress
- 6.b. Develop a plan on how to deal with personal/group stress
- 6.c. Explain the importance of stress on health
- 6.d. Practice stress reduction behaviors

7. Manage diversity

Domain Cognitive Level Applying Status Active

Assessment Strategies

- 7.1. in a written, oral, or multi-media report
- 7.2. individually or in a group

Criteria

Criteria - Your performance will be satisfactory when:

- 7.1. learner recognizes the value of workplace diversity
- 7.2. learner recognizes prejudice attitudes
- 7.3. learner identifies types of discrimination
- 7.4. learner recognizes sexual harrassment

Learning Objectives

- 7.a. Appreciate the value of individual respect
- 7.b. Evaluate personal prejudice attitudes

- 7.c. Recognize areas in the workplace that are diverse
- 7.d. Evaluate sexual harassment policy
- 7.e. Summarize types of diversity
- 7.f. Improve positive diversity language

8. Apply Ethics and Political Correctness

<i>Domain</i>	<i>Cognitive</i>	<i>Level</i>	<i>Applying</i>	<i>Status</i>	<i>Active</i>
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Assessment Strategies

- 8.1. in a written, oral, or multi-media report
- 8.2. individually or in a group

Criteria

Criteria - Your performance will be satisfactory when:

- 8.1. learner defines and recognizes their ethics and political correctness
- 8.2. learner identifies the effects of ethics and political correctness on work and personal life
- 8.3. learner identifies intervention techniques
- 8.4. learner applies intervention techniques

Learning Objectives

- 8.a. Recognize health effects caused by conflicting ethics
- 8.b. Evaluate the effects of ethics and political correctness on work and personal life
- 8.c. Identify common signs of potential problems
- 8.d. Evaluate intervention techniques