

Course Objectives/Course Outline
Spokane Community College

Course Title: Human Relations and Professional Development

Prefix and Course Number: BT 127

Course Learning Outcomes:

By the end of this course, a student should be able to:

- Identify and demonstrate the responsibilities of a receptionist
- Analyze and use reprographic processes, based on advantages and disadvantages
- Demonstrate professional business telephone techniques
- Perform the responsibilities of filing, explain the filing systems and supplies
- Develop positive human relations to increase your effectiveness on the job
- Select appropriate office attire and attitude
- Plan and effectively present information in formal and informal group settings
- Demonstrate punctuality and responsibility in your professional life
- Improve soft skills desired in today's workplace

Course Outline:

- I. Time and Career Management
 - A. Priorities
 - B. Time management techniques
- II. Interpersonal Communication-The Foundation of Human Relations
- III. Behavior, Human Relations, and Performance
 - A. Diversity in the workplace
 - B. Stress, first impressions
 - C. Motivation and leadership
- IV. Team Behavior
- V. Dynamics and Leadership
- VI. Business Ethics and Politics
- VII. Applying Human Relations Skills