

**Course Objectives/Course Outline**  
**Spokane Community College**

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**Course Title:** Human Relations in Business

**Prefix and Course Number:** BUS 280

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**Course Learning Outcomes:**

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

- Define human relations and how personality, stress, learning, and perception affect people and their performance in the workplace.
- Apply time management skills in one's personal life and in the workplace.
- Demonstrate effective communication skills when faced with criticism and conflict.
- Develop interpersonal skills when working with a diverse workforce to manage employees and promote workplace harmony.
- Apply leadership skills to supervise and motivate a multigenerational population.
- Define ethics and apply etiquette skills in the workplace.
- Identify group dynamics and apply the appropriate problem solving, decision-making skills.

**Course Outline:**

- I. Human Relations in Business
  - A. Introduction
  - B. Business and other formal work institution needs
  - C. Individual needs
  - D. Leadership styles
  - E. Formal organizational policies and procedures
  - F. General cultural patterns
  - G. Human characteristics versus the work environment
  - H. Manager's role in:
    1. Creating acceptable environment
    2. Satisfying organizational climate