

Spokane Community College

COURSE LEARNING OUTCOMES (CLO) AND OUTLINE

Course Title: Human Relations

Prefix and Course Number: HM 130

Version Date: 1/3/2022

Course Learning Outcomes:

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

- Identify positive and negative aspects of group process using Tubb's System Theory
- Use and evaluate professional communication techniques with team members
- Identify different leadership styles and their advantages
- Explain how the Managerial Grid applies to multiple departments within a foodservice operation

Course Outline:

1. Group Dynamics
 - a. Stages of group process
 - b. Dysfunctions of teams
 - c. Internal Influences of team members
2. Communication
 - a. Verbal
 - b. Non-verbal
 - c. Guest
 - d. Coworkers
 - e. Managers
3. Leadership Supervisory role
 - a. Decision-making
 - b. Problem solving with teams