

Spokane Falls Community College
COURSE LEARNING OUTCOMES

Prefix and Course Number:	BUS 280
Course Title:	Human Relations in Business
Version Date:	02/07/2020

Course Learning Outcomes

Upon successful completion of the course, the student will be able to:

1. Describe significant human relations issues in today's workplace.
2. Explain the basic steps in the communication process.
3. Describe barriers to communication and explain how to overcome them.
4. Articulate various ways to build internal and external customer relationships.
5. Apply effective techniques for negotiating and resolving conflict.
6. Develop a systematic method for making ethical decisions.