

# North Hennepin Community College

## **BUS 1110: Human Relations & Professional Skills**

### **A. COURSE DESCRIPTION**

Credits: 3

Lecture Hours/Week: \*.\*

Lab Hours/Week: \*.\*

OJT Hours/Week: \*.\*

Prerequisites: None

Corequisites: None

MnTC Goals: None

This course focuses on the skills necessary to be successful and effective in the workplace. In addition to effectively contributing to a team while working with a diverse population, topics include: understanding human behavior, personal qualities of success, emotional intelligence, communication, workplace etiquette, conflict resolution, self-esteem, and goal setting.

**B. COURSE EFFECTIVE DATES:** 08/24/2015 - Present

### **C. OUTLINE OF MAJOR CONTENT AREAS**

1. Personality Styles
2. Communication styles
3. Learning styles
4. Behavior that respects differences and diversity in general
5. Emotional intelligence
6. Decision making
7. Conflict Resolution
8. Effective listening, written, verbal and nonverbal communication appropriate to professional situations
9. Self-esteem
10. Goal setting
11. Individual responsibilities on teams
12. Workplace etiquette
13. Addressing change proactively

#### **D. LEARNING OUTCOMES (General)**

1. Identify and appreciate differences in personality, differences in communication styles and diversity in general and demonstrate behavior that respects those differences (Bus Prog Goals 1, 5, 7; NHCC ELOs 1, 3)
2. Apply principles of emotional intelligence to decision making and team interactions (Bus Prog Goals 2, 5, 7; NHCC ELOs 1, 2, 4)
3. Apply effective listening, written, verbal, persuasive and nonverbal communication appropriate to professional situations locally and globally (Bus Prog Goals 1, 5, 7; NHCC ELO 2, 4)
4. Relate the importance of self-esteem, goal setting and conflict resolution to professional success (Bus Prog Goals 5, 7; NHCC ELOs 1, 2)
5. Demonstrate appropriate workplace etiquette and addressing of change proactively (Bus Prog Goals 5, 7; NHCC ELO 1, 2, 3)

#### **E. Minnesota Transfer Curriculum Goal Area(s) and Competencies**

None

#### **F. LEARNER OUTCOMES ASSESSMENT**

As noted on course syllabus

#### **G. SPECIAL INFORMATION**

1. Knowledge of Human Cultures and the Physical and Natural World --Through study in the sciences, mathematics, social sciences, humanities, histories, languages, the arts, technology and professions.
2. Intellectual and Practical Skills - Including: Inquiry and analysis; Critical and creative thinking; Written and oral communication; Quantitative literacy; Information literacy; Teamwork and problem solving.
3. Personal and Social Responsibility and Engagement - Including: Civic knowledge and involvement; campus, local and global; Intercultural knowledge and competence; Ethical reasoning and action; Foundations and skills for lifelong learning.
4. Integrative and Applied Learning - Including: Synthesis and advanced accomplishment across general education, liberal studies, specialized studies and activities in the broader campus community.