COURSE OUTLINE OF RECORD

Number: MGMT G111  TITLE: Human Resources Management

ORIGINATOR: Instructor Placeholder AAA  EFF TERM: Summer 2010
FORMERLY KNOWN AS:  DATE OF
OUTLINE/REVIEW: 04-14-2008
CROSS LISTED COURSE:  TOP NO: 0506.00

SEMESTER UNITS: 3.0
HRS LEC: 54.0  HRS LAB: 0.0  HRS OTHER: 0.0
CONTACT HRS TOTAL: 54.0
STUDY NON-CONTACT HRS RECOMMENDED: 108.0

CATALOG DESCRIPTION:
Employment, wages and salary, and labor relations are explored from the viewpoint of employees and first-line supervision. Practical handling of a variety of typical personnel problems encountered in business and industry are simulated through the use of role playing. An objective of this course is to provide an unbiased consideration of labor and management problems in industry and to show the need for cooperation.

JUSTIFICATION FOR COURSE:

PREREQUISITES:
COREQUISITES:
ADVISORIES:

ASSIGNED DISCIPLINES:
- Business
- Management
- Marketing

MATERIAL FEE: Yes [ ] No [X] Amount: $0.00

CREDIT STATUS: Noncredit [ ] Credit - Degree Applicable [X] Credit - Not Degree Applicable [ ]

GRADING POLICY: Pass/No Pass [X] Standard Letter [X] Not Graded [ ] Satisfactory Progress [ ]

OPEN ENTRY/OPEN EXIT: Yes [ ] No [X]

TRANSFER STATUS: CSU Transferable[X] UC/CSU Transferable[ ] Not Transferable[ ]

BASIC SKILLS STATUS: Yes [ ] No [X] LEVELS BELOW TRANSFER: Not Applicable

CALIFORNIA CLASSIFICATION CODES: Y - Not Applicable

NON CREDIT COURSE CATEGORY: Y - Not applicable, Credit Course

OCCUPATIONAL (SAM) CODE: C

REPEATABLE ACCORDING TO STATE GUIDELINES: No [X] Yes [ ] NUMBER REPEATS:

REQUIRED FOR DEGREE OR CERTIFICATE: No [ ] Yes [X]
- Associate of Arts: Liberal Arts: Emphasis in Business and Technology(Associate in Arts)
- Business Administration(Certificate of Achievement)
- CERTIFIED BUSINESS PROFESSIONAL: CPS/CAP CERTIFICATE HOLDERS OPTION(Associate in Arts)
- General Management Option(Certificate of Achievement)
- Human Resources Management Option(Certificate of Achievement)
- Management(Associate in Arts)
- Retail Management(Certificate of Achievement)
- Small Business Management Option(Certificate of Achievement)

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GE AND TRANSFER REQUIREMENTS MET:

COURSE LEVEL STUDENT LEARNING OUTCOME(S) Supported by this course:

1. explain the basic factors related to human relations within an organization.
2. describe the staff skills including the recruitment process, interviewing techniques, psychological and trade tests, and evaluation of applicants.
3. describe the proper personnel and supervisory outlook to function either as an employee or supervisor.
4. describe the processes of delegating, orientation, motivation, morale, union relations, wages and salary, benefits, working conditions, transfer, promotion, termination, and evaluations.

COURSE OBJECTIVES:
1. Explain the basic factors related to human relations within an organization.
2. Describe the staff skills including the recruitment process, interviewing techniques, psychological and trade tests, and evaluation of applicants.
3. Describe the proper personnel and supervisory outlook to function either as an employee or supervisor.
4. Describe the processes of delegating, orientation, motivation, morale, union relations, wages and salary, benefits, working conditions, transfer, promotion, termination, and evaluations.

COURSE CONTENT:

LECTURE CONTENT:

A. TOPICS
1. Introduction
   i. Why a personnel program
   ii. Capitalizing on smallness
   iii. Are small company problems different?

2. Organization and delegation in the small firm
   i. Special qualities of successful managers
   ii. Tests of good management

3. Staffing the company
   i. Recruitment
   ii. Employment interview setting and application forms
   iii. Interviewing
   iv. Psychological and trade tests
   v. Investigating past performance
   vi. Physical examinations
   vii. Evaluation of job applicants

4. Induction and training
   i. Starting the new worker on his job
   ii. The attitude problem in inducting new workers
   iii. Training experienced employees
   iv. Supervisory and executive training
   v. Training and motivation

5. Motivation, morale, and supervision
   i. Success story—The Lincoln Electric Company
   ii. Supervision
   iii. Resistance to employee participation
6. Dealing with unions
   i. The nonunion company and unionization
   ii. Preparing for bargaining
   iii. Grievances
   iv. Understanding union leaders and stewards

7. Wages, salaries, and employee evaluation
   i. Getting facts for better wage-setting
   ii. Simplified job evaluation
   iii. Incentive pay plans
   iv. Evaluation of employees
   v. Interviewing on ratings

8. Working conditions, benefits, and services
   i. Crowding and housekeeping
   ii. Employee benefit programs
   iii. Buying employee insurance programs
   iv. Recreation
   v. Other services and activities

9. Employee transfer, promotions, and separations
   i. Transfers
   ii. Promotions and seniority
   iii. Promotions to management
   iv. Clues to promotional potential
   v. Layoffs, discipline, and dismissals
   vi. Voluntary separations
   vii. Turnover records

10. Role Play (Supervisor/Employee)
    i. Employee morale
    ii. Getting employee to do all of his job
    iii. Warning on violation of safety rules
    iv. Handling a complaint from an employee
    v. Problem between superior and subordinate supervisor
    vi. Teaching and employee to do a new job
    vii. Personal scheduling
    viii. Request for a wage increase
    ix. Investigating an accident
    x. Counseling on personal affairs
    xi. Interview prospective employee
    xii. Notifying employee he will not be promoted
    xiii. Inducting a new employee
    xiv. Conducting a small department meeting
    xv. Petty thievery
    xvi. Handling a grievance with shop steward
    xvii. Discussing a report of performance with an employee
    xviii. Dismissal of an employee
    xix. Problem between supervisor and staff department
    xx. Handling a group situation

11. Panels
    i. Automation
    ii. Wage and salary
    iii. Women in the labor force
    iv. Grievance and layoff
METHODS OF INSTRUCTION:

A. Lecture:
B. Online:
C. Independent Study:

INSTRUCTIONAL TECHNIQUES:

COURSE ASSIGNMENTS:

Reading Assignments
Readings on reserve (GWC library)

Out-of-class Assignments
Technologically based assignments/projects.

Writing Assignments

METHODS OF STUDENT EVALUATION:

Midterm Exam
Final Exam
Short Quizzes
Report
Problem Solving Exercises

Demonstration of Critical Thinking:

Required Writing, Problem Solving, Skills Demonstration:

TEXTS, READINGS, AND RESOURCES:

TextBooks:

LIBRARY:

Adequate library resources include: Non-Print Materials

Comments:

Attachments:

Attached Files