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
CID:

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)
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