

## University of Arkansas – Fort Smith

5210 Grand Avenue

P. O. Box 3649

Fort Smith, AR 72913–3649

479–788–7000

### General Syllabus

## WFL 1374 Human Relations and Interpersonal Development

**Credit Hours:** 4

**Lecture Hours:** 4

**Lab Hours:** 0

**Prerequisite:** departmental consent

**Effective Semester:** Summer I 2011

### I. Course Information

#### A. Catalog Description

Designed to develop and improve skills in the area of supervision for individuals employed by business and industry. The emphasis is on the skills needed for effective leadership, including the ability to communicate, to understand human needs, to motivate others, to use authority, and to increase group productivity.

#### B. Additional Information - None

### II. Student Learning Outcomes

#### A. Subject Matter

On completion of the course, the learner will:

1. Understand basic verbal and nonverbal communication and the impact of various personality issues.
2. Recognize basic sentence and paragraph structure and effectively organize reports, job descriptions, work instructions, and letters.
3. Be familiar with Microsoft Word as a tool to improve written communication.
4. Demonstrate the effective presentation of information using a variety of presentation aids including Microsoft PowerPoint.
5. Understand how consequences effect behavior and be familiar with punishment, extinction, negative reinforcement, and positive reinforcement.
6. Demonstrate the five-step process of coaching for performance improvement.
7. Understand leaders' responsibilities for conflict resolution and demonstrate the steps of conflict resolution (identify the issue, identify the desired outcome, and plan and implement the solution).
8. Understand how to deal with seven of the most common difficult behaviors
9. Understand the components of effective time management.
10. Understand effective delegation.
11. Understand the difference between personal power and organizational power.
12. Understand organizational savvy.
13. Understand how leadership is effected by communication, motivation, interpersonal relationships, delegation, savvy, vision, and power management tool.

## **B. University Learning Outcomes**

This course enhances student abilities in the following general education areas:

### **Global and Cultural Perspectives**

Human Resources and interpersonal skills focuses strongly on diversity issues in the business and industry workplace. Video examples frequently show human interactions from a variety of perspectives. Students will both discuss and write about cultural differences focusing on in particular on employment law issues.

### **Communication Skills**

This class is essentially a class in communication principles. Students focus on a variety of communication skills including written communication, oral presentation, interpersonal interactions, and supervision and coaching.

### **Ethics**

Class discussions revolve around problems of ethics in a business and industry context.

## **III. Major Course Topics**

- A. Basic Communication
- B. Written Communication
- C. Presentation Skills
- D. Performance Management
- E. Coaching
- F. Conflict Resolution
- G. Time Management and Delegation
- H. Diversity and Building Relationships
- I. Leadership, Power, and Savvy