BA 285 Business Human Relations Outcomes

Upon completion of this course, students should be able to:

1. Demonstrate practical knowledge of the function of self-esteem as the beginning point of good human relations.
2. Demonstrate judgment skills in terms of appropriate self-disclosure, and in the process achieve a high degree of self-awareness in relationships with others.
3. Be able to explain the importance of positive attitudes to the success of projects, especially those involving group efforts.
4. Demonstrate applied knowledge of the nature and function of values in the establishment and maintenance of a positive corporate culture. This skill area must also be applied to personal values in the workplace, including ethical values.
5. Demonstrate ability to use motivation in the workplace, including the ability to use specific motivational procedures to effect changes in subordinate behavior.
6. Demonstrate the specific skills of effective listening and feedback provision in the communication process.
7. Demonstrate the specific skill of speaking clearly and effectively, especially in workplace settings.
8. Demonstrate the skills of successful team building, both as a team leader and as an effective ember.
9. Demonstrate a practical working knowledge of corporate culture, especially in terms of change to a more human and humane workplace.
10. Demonstrate the skill of positive workplace environment creation.
11. Show through practical day-to-day cases, the successful mastery of the psychological school known as Transactional Analysis. This mastery must include the following at the very least: mastery of the three types of transactions, the six ego states, games, scripts, and life positions.
12. Demonstrate a practical knowledge of the steps of personal change so that such knowledge can be applied to the workplace in a realistic manner.
13. Demonstrate a practical knowledge of the steps of organizational change in a manner that will facilitate change during turbulent times.
14. Demonstrate a practical knowledge of the tools of creativity enhancement, especially as those tools apply to workplace innovations.
15. Demonstrate a working knowledge of conflict recognition and management, especially with the steps to achieve a win-win solution.
16. Demonstrate a personalized system for reducing personal workplace stress—both for others and for oneself.
17. Enact a specific set of skills for effective customer relations in both service- and product-based enterprises.
18. Demonstrate an up-to-date knowledge of the laws and issues involving workforce diversity.
19. Demonstrate a basic knowledge of procedures to be used with employees who exhibit alcohol, drug, or emotional problems.
20. Demonstrate a basic knowledge of the psychology of fear as a destroyer of human relations progress.