School of Professional Development
Master of Professional Studies/Human Resource Management Program
State University of New York at Stony Brook
Stony Brook, NY 11794

CES 511:  Human Relations in the Workplace

Instructor:  Doug Silverman; dsilverman@nikon.net; 631.547.4254

Required Text:  Modern Human Relations at Work (10th ed)
Hodgetts & Hegar

Course Description

Organizations, today and in the future, will be looking for employees and managers who possess a significant understanding of the principles and practices of human relations and organizational behavior in the workplace. The workplace is constantly evolving; greater diversity, team development and performance along with the awareness that relationships in the workplace are as fundamental to the success of an organization as high quality products and services. Human behavior, and understanding how such behavior interacts within and through an organization is no longer a luxury, it is a necessity, if we are to cope successfully with today’s work/life issues.

Session 1.  Introduction to Human Relations (9/1/09)
  ▪ Survey of what will be covered
  ▪ Introduction to Human Relations
  ▪ Historical Perspective
  ▪ Theories of Human Relations & What it really means
  ▪ Case Study: Jet Blue

Session 2.  Personal & Organizational Communication Skills (9/8/09)
  ▪ Principles of effective communication
  ▪ Barriers to communication & how to overcome them
  ▪ Ensuring employees understand directives
  ▪ Tools: e-mail, intranet, billboards, exit interviews
  ▪ Case Study: Crest & The New York Times
  ▪ Assigned Reading: Chapter 11

Session 3.  Human Relations & Effective Leadership (9/15/09)
  ▪ Bass Theory & Hay Study and how it translates to today’s workforce
  ▪ Navigating waters of effective leadership
  ▪ Mentoring employees & Effects of poor management
  ▪ Case Study: Mutiny on the Bounty
  ▪ Assigned Reading: Chapter 4

Session 4.  The Organization Culture (9/22/09)
  ▪ Formal vs. Informal Environment
  ▪ Navigating organizational politics for employees & yourself
  ▪ Union vs. Non-Union environment
  ▪ Using Orientation and Employee Adjustment Interviews
  ▪ Case Study: Your Organization
  ▪ Assigned Reading: Chapter 5
  ▪ Development of a Global Perspective
  ▪ Global Human Relations Issues
  ▪ How Diversity plays a larger role
  ▪ Case Study: Mickey has a Human Relations Issue
  ▪ Assigned Chapter: 13

Session 13.  Human Relations Challenges of the Future (12/1/09)
  ▪ Look at the future trends employers must face
  ▪ How they relate to Human Relations by applying what we have learned
  ▪ Case Study: Your Organization
  ▪ Assigned Chapter: 14

Session 14.  Human Relations Challenges & Open Forum (12/8/09)
  ▪ Look at the future trends employers must face
  ▪ Questions and Answers on Human Relations topics
  ▪ FINAL PROJECTS DUE

ASSIGNMENTS

Assignment

Select an article from newspaper, journal or magazine that embodies an issue surrounding Human Relations in the Workplace. Information found on the internet is permissible. Write a 2-3 page outline describing the following: a) what was the human relations issue at hand, b) what was the outcome and c) how would you have handled the matter. Please be sure to include a copy of the article. Please remember your assignment must be 2-3 typed pages in length. All papers are due on Tuesday, September 29, 2009.

Term Paper #1

Examine the way your organization approaches human relations and how the organization attempts to satisfy employee needs while at the same time accomplishing organizational objectives. You may select a specific topic and provide an example to support your paper. Examples can be: a) Leadership, b) Conflict Resolution, c) Interpersonal Communications, d) Management techniques to improve employee relations, e) ethical issue(s) and f) motivational techniques used by your organization. Be sure to include examples and supporting arguments. You can utilize your own company or create one. The paper must be 5-7 pages in length. All papers are due on Tuesday, October 27, 2009.
Final Project

This project will require you to design a Human Relations Plan for an organization. The situation this company is facing and all facets you must consider will be given to you under separate cover. Your plan will use the major topics covered in this course to produce sound human relations practices within this company. Keep in mind, you will consider the following:

- The issues the workforce will face, both now and in the future
- The methods you will employ to implement your plan
- How you will measure your success

This paper must be between 10-15 pages and turned in on the last day of class, December 8, 2009.