

**NOVA COLLEGE-WIDE COURSE CONTENT SUMMARY
PSY 120- HUMAN RELATIONS (3 CR.)**

Course description

Introduces the theory and practice of effective human relations. Increases understanding of self and others and interpersonal skills needed to be a competent and cooperative communicator. Lecture 3 hours per week.

General Course Purpose

This course is designed to acquaint the student with the principles involved in the development of human personality and to develop a basic understanding of human relationships. Emphasis will be on the application of newly acquired knowledge to the psychology of everyday life. It is a one semester course designed mostly for the student in the occupational programs, although it is beneficial for anyone interested in this application of psychological principles.

Course Prerequisites/Corequisites

None

Course Objectives

Upon completion of the course, the student will be able to:

- Define human relations, its current challenges, and the historical implications of changing labor laws
- Describe how self-esteem and prior attitude formation impact human relations
- Recognize the difference between personal and organizational values and how complimentary or misaligned values will impact a person's attitude toward their job
- List different theories of motivation and how each can be used to increase and maintain productivity in the workplace
- Explain the processes and outcomes of communication and miscommunication within groups, teams, and leadership
- Explain the nature of conflict and apply appropriate mechanisms for dealing with it as it arises in all areas of life
- Describe adaptive methods to cope with personal and organizational change
- Apply knowledge obtained throughout the course to solving of "real world" cases in the class setting

Major Topics To Be Covered

- General psychological issues in understanding human nature
- Methods of adjustment and adaptation to one's environs
- Communication and interaction among peers, subordinates, and superiors
- Application of psychological principles to industry
- Social and cultural perspectives in psychology

Optional topics

- How to tap into and effectively use creativity in the workplace
- The internal and external customer in an organization