



**NASHUA COMMUNITY COLLEGE**  
**COURSE OUTLINE FORM**

<b>Course Title: Human Relations</b>			
<b>Course Prefix &amp; No.: PSYC130N</b>	<b>Lecture Hours:</b> 3	<b>Lab Hours:</b> 0	<b>Credit Hours:</b> 3
<b>Department: Education and Applied and Behavioral Sciences</b>			

**Entrance Skills:**

There are no course prerequisites for this class but students having good writing and oral expression skills will have a better chance of successful completion of this course.

**Catalog Description:** This course will promote student exploration of intrapersonal (within self) and interpersonal (between self and others) aspects of human relationships. An understanding of basic psychological concepts and their connection to interpersonal relationships will be presented. Integration of effective communication, stress reduction, and team and leadership strategies in both the home and workplace will be encouraged.

**Course Competencies:**

<b>Competency (Knowledge and Skills)</b>	<b>Critical Thinking Level</b>
Students will be able to:	
1. Define and describe basic psychological concepts as they relate to human relationships.	Knowledge and Comprehension
2. Describe basic concepts related to personality and apply to understanding of self and others.	Comprehension and Application
3. Define emotion and analyze the role it has on individual behavior.	Knowledge, Analysis and Synthesis
4. Describe effective communication within social networks and promote student assessment of their own communication styles.	Application and Evaluation
5. Define stress and identify the effect it has on behavior and performance.	Comprehension, Analysis and Synthesis
6. Critically analyze the role human factors play in one's ability to be an effective worker.	Analysis
7. Identify characteristics associated with teamwork and leadership and evaluate one's application of those characteristics.	Analysis and Evaluation
8. Compare strategies intended to improve difficult relationships.	Analysis, Evaluation and Synthesis
9. Synthesize and apply knowledge of human relationships to professional settings.	Application and Synthesis

**Course Outline:** The course outline will provide a general overview of the content that will be included in the course as they relate to the competencies. The first column lists the general content and the second column will allow for subtopics that will be covered.

<b>Content Topic</b>	<b>Subtopics ( a., b., etc.)</b>
Introduction and Overview	
About Communication	A. Nature Vs. Nurture –Influence on Communication B. Communication Needs C. Models of Human Communication D. Why Interpersonal Communication Matters E. Identifying Competent Communication
Culture and Gender	A. Understanding How Culture Affects Communication B. Understanding How Gender Affects Communication
Intrapersonal Communication	A. Understanding Self-Concept B. Self-Esteem C. Communicating the Self-Self Disclosure D. Exemplifying Emotional Regulation
Interpersonal Communication Skills	A. The Nature of Language B. The Use and Abuse of Words C. Improving Language Use

Nonverbal Communication	<ul style="list-style-type: none"> <li>A. Functions of Nonverbal Communication</li> <li>B. Ten Channels of Nonverbal Communication</li> <li>C. Exhibiting Appropriate Nonverbal Communication Skills</li> </ul>
Listening	<ul style="list-style-type: none"> <li>A. Listening Effectively</li> <li>B. Types of Listening</li> <li>C. Identifying Barriers to Effective Listening</li> <li>D. Becoming an Effective Listener</li> </ul>
Emotion	<ul style="list-style-type: none"> <li>A. Understanding Emotions</li> <li>B. Influences on Emotional Expression</li> <li>C. Demonstrating Effective Emotional Communication Skills</li> </ul>
Interpersonal Communication in Professional Relationships	<ul style="list-style-type: none"> <li>A. Social Relationships in the Workplace</li> <li>B. Utilizing Effective Communication with Co-workers, Superiors and Subordinates</li> </ul>
Interpersonal Relationships in Romantic and Family Relationships	<ul style="list-style-type: none"> <li>A. Effective Communication in Romantic Relationships</li> <li>B. Effective Communication in Families</li> <li>B. Creating a Positive Communication Climate</li> </ul>
Interpersonal Conflict	<ul style="list-style-type: none"> <li>A. Defining Interpersonal Conflict</li> <li>B. Identification of Common Conflict Sources</li> <li>C. Deceptive Communication</li> <li>D. Applying Strategies to Manage Conflict Successfully</li> </ul>

**Performance Evaluation:** In this section please explain the different Assessment Tools that will be used to demonstrate student learning. The assessment ideally should include quantitative measures such as standardized tests, essays, locally-developed tests and if applicable, licensure exams. Qualitative measures such as portfolios of student work, written reports, oral presentations and interviews should be included as well.

<b>Formative Assessments</b>	<b>Summative Assessments</b>
Quizzes Class Discussions Small Group Work Reflective Essays	Group Project Group Oral Presentation Final Paper

<b>Method of Instruction:</b>
Lecture Group Discussion Small group work You Tube Videos Journal Articles Online Articles and Viewings Student Presentations

<b>Instructional Facilities:</b>
Computer

<b>Revision History</b>
Date Outline Developed: May 1994 Dates of Revision: October 1998, May 2005, November 2010 Reviewed Sept 2007 Revised: Fall 2012 J.Barnes Reviewed: March 2013 J.Barnes

Will this course be taught online? Yes \_\_\_ No\_x\_\_

