**HUMAN RELATIONS – HOMEWORK: SESSION 1**

**Chapter One: Understanding Behavior, Human Relations, and Performance**

Define the goal of human relations.

Identify the 3 myths about human relations and share your perspective on each.

What are 90% of job recruiters looking for in people? Why?

How do conflicts usually arise?

What does the study of human relations look closely at?

How does human relations correlate with behavior and performance?

Define Performance.

Explain the Total Person Approach. Share an example of its impact.

Explain the Systems Effect. Share an example of its impact.

What is meant by “Human Relations is a multi-disciplined science.”?

Who was Frederick Taylor?

Who was Robert Owen?

Who was Elton Mayo?

Explain the Hawthorne Effect. Share an example of its impact.

What do you think is meant by “Knowing is not enough – we must apply what we learn.”?

Why is being likable important?

Which one of the 10 guidelines for effective human relations do you think is the most important? Why?

Define Psychological Contract and explain its impact on human relations.

Give a specific example of a human relations problem in which you elected to change yourself rather than the other person or the situation. Be sure to identify your changed behavior.

**Chapter Six: Dealing with Conflict**

Give an example of a (1) complementary transaction, (2) crossed transaction, and (3) ulterior transaction you experienced. Explain impact of the ego states involved.

Define Life Positions. Apply concept to your experiences.

Define Stroking. How has praise and recognition impacted you?

Compare and contrast passive, aggressive, and assertive behavior.

Give an example of passive-aggressive behavior. How did it affect human relations?

What is the key to preventing violence?

What impact can/does anger have on health and human relations?

What is the first step to emotional control of anger?

What tips work best to help you deal with your anger?

What tips work best to help you deal with the anger of others?

Recall an occasion of violence you witnessed or experienced. Were there signs violence was coming?

Explain three primary reasons communication problems or conflict may arise.

Can conflict be beneficial? Explain your answer.

Define the Forcing Conflict Management Style. Provide example.

Define the Avoiding Conflict Management Style. Provide example.

Define the Accommodating Conflict Management Style. Provide example.

Define the Compromising Conflict Management Style. Provide example.

Define the Collaborating Conflict Management Style. Provide example.

Explain Situational Conflict Management. How has this approached helped you in resolving conflict?

Use the XYZ Model to describe a conflict problem you face or have faced.

Why is it important to Apologize?