**HUMAN RELATIONS: FILL-IN-THE-BLANK: SESSION 1**

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

Understanding behavior, human relations, and performance begins with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

The better you can work with \_\_\_\_\_\_\_\_\_\_\_\_\_\_ the more successful you will be in your personal and professional lives.

Life is about \_\_\_\_\_\_\_\_\_\_\_\_ - it’s all about people.

Meeting employee’s \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ while achieving the organization’s objectives is the goal of positive human relations in any organization.

Three myths about human relations are:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Almost 90% of Job recruiters are looking for people with \_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_ skills, as well as, those who are team players.

“\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_” issues are prominent concerns in business; high quality relationships are important to success.

Effective \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have good human relations skills.

The \_\_\_\_\_\_\_\_\_\_\_\_ of human relations is to create a win-win situation by satisfying employees’ needs while achieving organizational objectives.

A \_\_\_\_\_\_\_ - \_\_\_\_\_\_\_ situation occurs when the organization and employees get what they want.

\_\_\_\_\_\_\_\_\_\_\_\_ usually arise because of a lack of a win-win situation.

The study of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ looks closely at the way people behave, why people behave the way they do, or what makes them and the people around them tick?

Human relations affect individual and group behavior, and the resulting effects determine organizational \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

The three levels of behavior are:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the extent to which expectations or objectives have been met.

The \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_ Approach realizes that an organization employs the whole person, not just his or her skill.

Under the \_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_ all people in the organization are affected by at least one other person and each person affects the whole group or organization.

Human Relations is a multi-disciplined \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is known as the Father of Scientific Management.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is known as the “Real Father” of Personnel Administration

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is known as the Father of Human Relations

The \_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_ refers to an increase in performance caused by the special attention given to employees, rather than tangible changes in the work.

Through gaining a better \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of your behavior and that of others in organizations, you will be more skilled at interacting with people and better prepared to anticipate and eliminate human relations problems before they occur.

Knowing is not enough – we must apply what we \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Being \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is important to personal happiness and career success.

List Ten (10) Human Relations Guidelines:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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8. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
9. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
10. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Remember that what you \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_ affects how you feel, and how you feel affects your behavior, human relations, and performance.

Human relations problems often occur when the \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ is not met.

When you decide to resolve a human relations problem, you have at least three alternatives:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Chapter Six: Dealing with Conflict**

Transactional Analysis (TA) is a method of understanding \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in interpersonal dynamics.

We all have three major \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ states that affect our behavior or the way we transact through communication.

The three ego statesare: (1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Understanding the ego state of the person you are interacting with can help you understand his or her \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and how to interact in an effective way.

List the three types of transactions: (1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Life positions suggest that within the transactional analysis framework, you have \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ toward yourself and others.

Stroking is any behavior that implies \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of another’s presence.

Assertiveness is the process of expressing thoughts and feelings while asking for what one wants in an \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ way.

Passive Behavior is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of behavior or an accommodation of the other party’s wishes without standing up for one’s own rights: it involves self-denial and sacrifice.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ people are demanding, tough, rude, pushy, and they insist on getting their own way and will use force to gain control.

Passive-Aggressive Behavior is displayed in three ways:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Assertive \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is generally the most effective method of getting what you want while not taking advantage of others.

When a person who is talking is interrupted, they can behave in one of three ways: (1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

The key to preventing workplace violence is to recognize and handle suspicious behavior before it becomes \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ can lead to perception problems, poor decisions, and hostility, which are stressful and can harm your health.

A first step to emotional control of anger is \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Workplace violence is rarely spontaneous; it’s more commonly \_\_\_\_\_\_\_\_\_\_\_\_ - \_\_\_\_\_\_\_\_\_\_\_\_ behavior in rising steps, related to an unresolved conflict.

Some people think that a conflict exists only in serious issues with anger. However, in human relations, a conflict exists whenever two or more parties are in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Communication problems or conflict arise for three primary reasons:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

People often think of conflict as fighting and view it as disruptive; however, it can be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

List the Five Conflict Management Styles:

1: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_: Attempts to resolve the conflict by using aggressive behavior.

2: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_: Attempts to passively ignore the conflict rather than resolve it.

3: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_: Attempts to resolve conflict by passively giving in to the other party.

4: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_: Attempts to resolve conflict through assertive give-n-take concessions.

5: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_: Attempts to resolve conflict with best solution agreeable to all parties.

The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Conflict Management perspective states that there is no one best style for resolving all conflicts.

To resolve conflicts, develop a plan of action through \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ conflict resolution steps.

The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ model describes a problem in terms of behavior, consequences, and feelings.

There are four things we should not do during the XYZ statement:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The Responding to Conflict Resolution Steps are as follows:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

It is important to restore relationships that have been hurt by conflict – \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ helps.

Human relations can improve simply by telling people you are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for your behavior that bothers them.

Often, conflicting employees cannot resolve their dispute. In these cases, the manager or an outside 3rd party should \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to help them resolve their differences.

When bringing conflicting parties together, follow the Mediating Conflict Model:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In human relations, you should strive to meet your needs while meeting the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of others.