Human Relations in Organizations

Chapter One

Understanding Behavior, Human Relations, and Performance Begins with You.

Human Relations in Organizations

- **The better you can work with people the more successful you will be in your personal and professional lives.**
  - Life is about relationships; it's all about people.

Goal of Human Relations

- Meeting Employees' needs while achieving the organization's objectives is the goal of positive human relations in any organization.
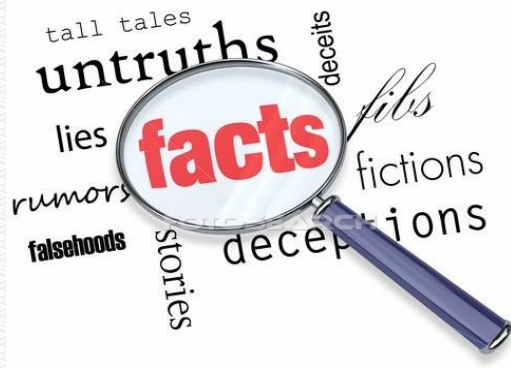
3 Myths and Realities about Human Relations

1. Technical skills are more important than human relations skills.
2. It's just common sense.
3. Leaders are born, not made

Truths…

- Job recruiters are looking for people with communication and interpersonal skills, as well as those who are team players (almost 90%)

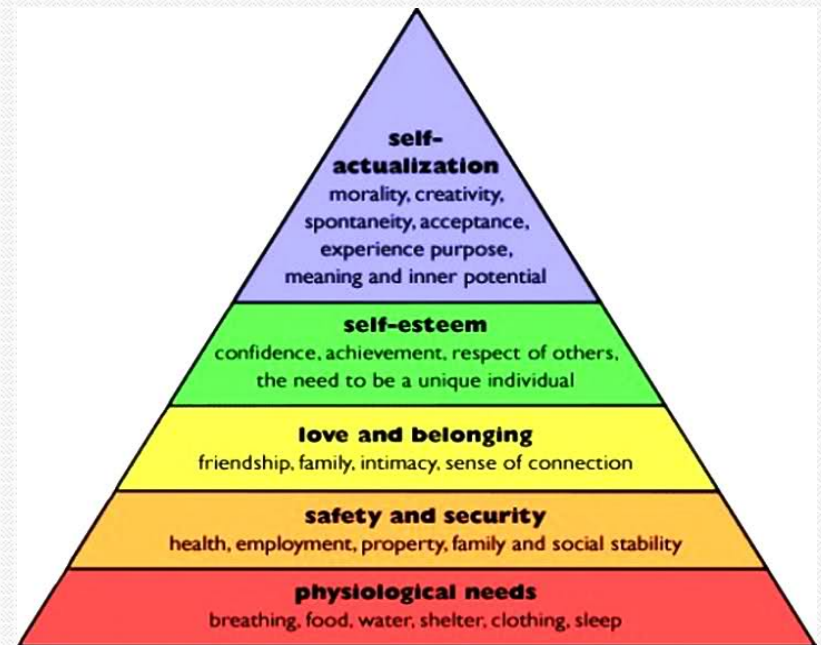- "People" issues are prominent concerns in business – high quality relationships are important to success

- Effective leaders have good human relations skills.
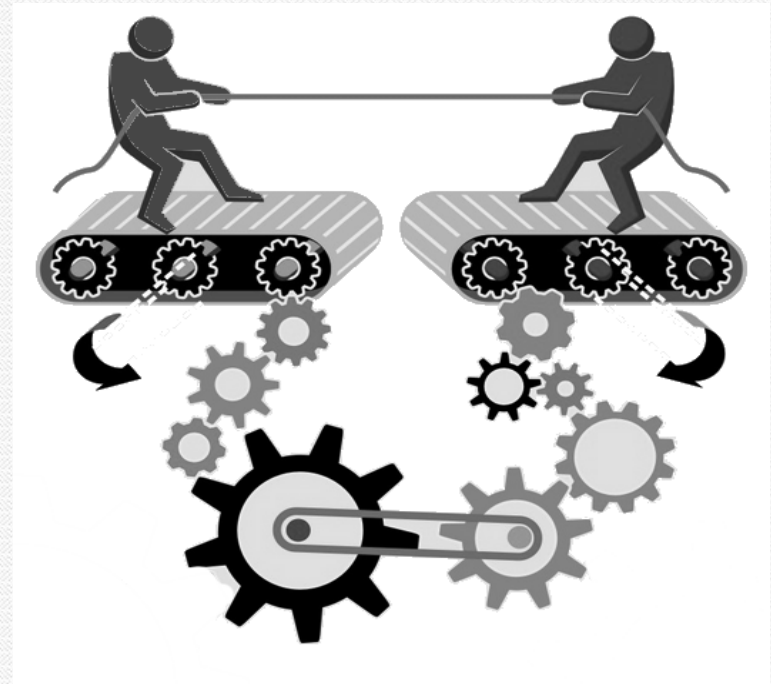
Goal of Human Relations

- The goal of human relations is to create a win-win situation by satisfying employees needs while achieving organizational success.

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

Success /suk-ses/

def: The desired accomplishment of a goal, aim or plan. eg. After hard work and a good plan, the mission was a success.

self-actualization
morality, creativity, spontaneity, acceptance, experience purpose, meaning and inner potential

self-esteem
confidence, achievement, respect of others, the need to be a unique individual

love and belonging
friendship, family, intimacy, sense of connection

safety and security
health, employment, property, family and social stability

physiological needs
breathing, food, water, shelter, clothing, sleep

Conflict

- Conflicts usually arise because of a lack of a win-win situation.
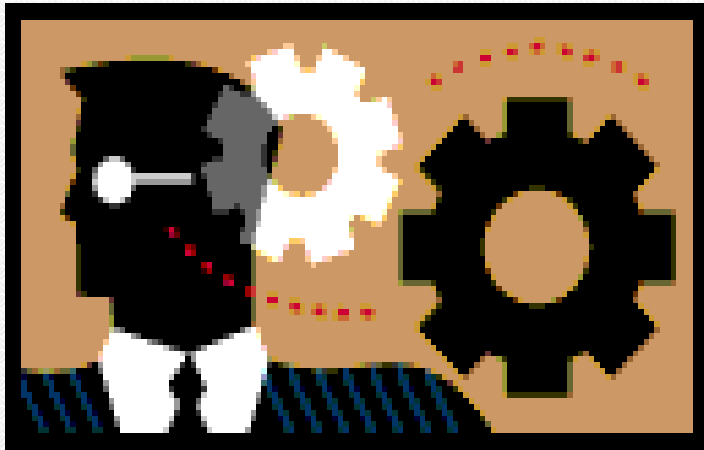
The Study of Human Relations

- The Study of Human Relations looks closely at the way people behave, why people behave the way they do, or what makes them and the people around them tick?

- The focus is on Behavior, Human Relations, and Organizational Performance

Behavior – Relationship - Performance

- Human Relations affect individual and group behavior, and the resulting effects determine organizational performance.

- Performance is extent to which expectations/objectives have been met.

The Total Person Approach

- The Total Person Approach realizes that an organization employs the whole person, not just his or her skill. So, it is important to understand the whole person.

The Systems Effect

- Under the Systems Effect all people in the organization are affected by at least one other person and each person affects the whole group or organization

Human Relations: Past, Present, and Future

- ## Human Relations is a Multi-Disciplined Science
  - Based primarily on Psychology and Sociology, Social Psychology, Economics, and Political Science

- ## The Early Years: Frederick Taylor and Robert Owen From Farming to the Industrial Revolution
  - Concerned with Profits and Production, not People
  - Poor Working Conditions

Robert Owen

- ## The "Real Father" of Personnel Administration

  - Need to improve the Work Environment and the Employee's Overall Situation - Shorter Hours, Food and Housing - Child Labor Laws

Elton Mayo

- ## The Father of Human Relations
  - Improve Working Conditions
  - The Hawthorne Effect
    - An increase in performance caused by the special attention given to employees, rather than tangible changes in the work.
   - Give an example, personal if possible, of the Hawthorne Effect. It could be when a teacher, coach, or boss gave you special attention that resulted in your increased performance.

Intimate, Personal, Social, and Public Space
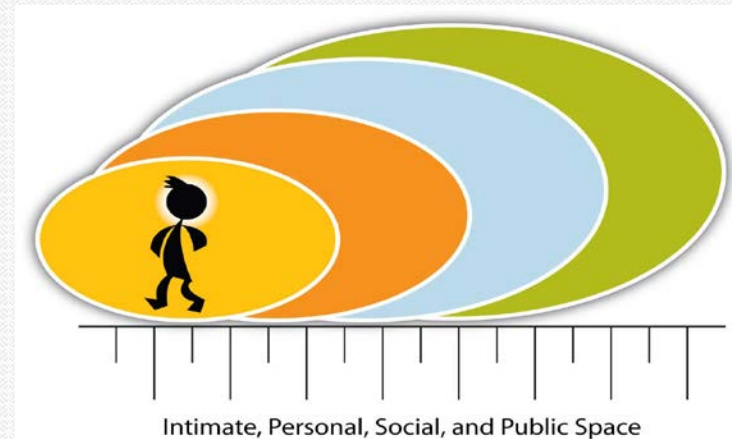
Developing Human Relations Skills

- Through gaining a better understanding 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 learn.
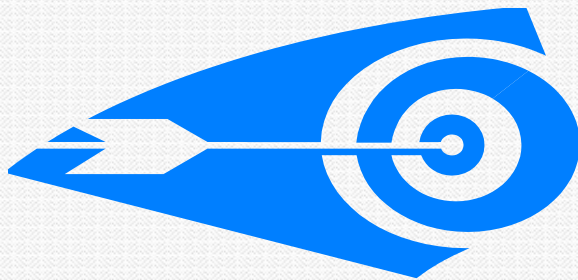
Human Relations Guidelines

- Being likable is important to personal happiness and career success. Are you the kind of person others enjoy being around?

- If you want to get ahead in an organization, it is important to do a good job. But, it is also important that people like you.

Ten (10) Human Relations Guidelines

1. Be Optimistic
2. Be Positive
3. Be Genuinely Interested in Other People
4. Smile and Develop a Sense of Humor
5. Call People by Name
6. Listen to People
7. Help Others
8. Think Before You Act
9. Apologize
10. Create Win-Win Situations

Think

- Remember that what you think about affects how you feel, and how you feel affects your behavior, human relations, and performance.
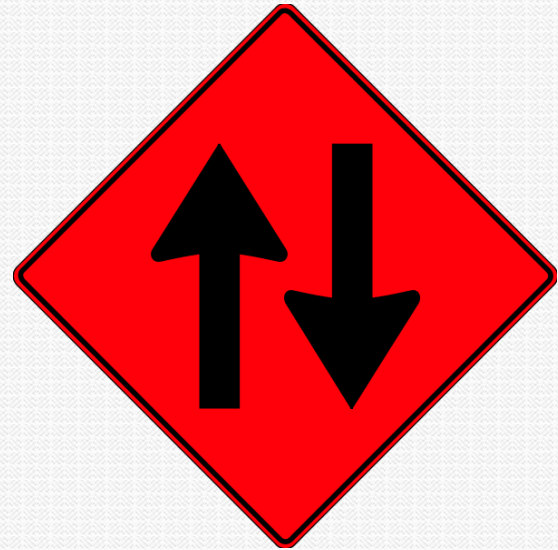
Handling Human Relations Problems

- Human Relations problems often occur when the psychological contract is not met.
  - The psychological contract is shared expectations between people.
- When you encounter a Human Relations problem, you have to decide whether to avoid the problem or to solve it.
  - In most cases, it is advisable to solve human relations problems rather than to ignore them.

Resolution

- When you decide to resolve a Human Relations problem, you have at least three alternatives:

1. Change the Other Person
2. Change the Situation
3. Change Your Self

Give a specific example of a Human Relations problem in which you elected to change yourself rather than the other person or situation.

The End

...IS JUST A NEW BEGINNING