

# Mentor Leader

## Human Relations in Organizations

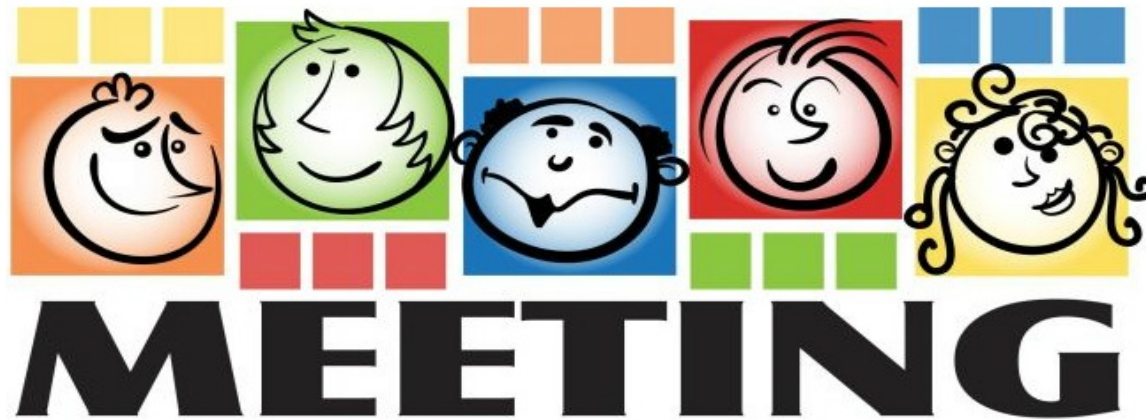
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# Meeting Information

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- Mentor Leader: Human Relations in Organizations
  - August 24<sup>th</sup> through December 21<sup>st</sup>
    - ✦ Thursdays from 6:30 to 9PM
  - Boys and Girls Club
    - ✦ 1100 South 13<sup>th</sup> Avenue, Yuma, Arizona 85364



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# Contact Information

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- **Coach Mike**

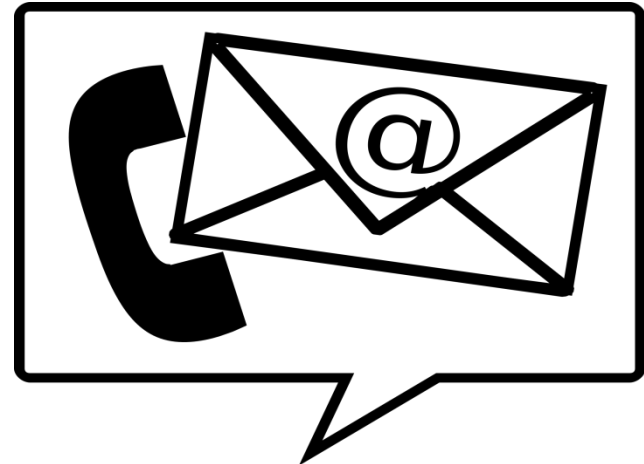
- Michael Morrissey, AWC Associate Faculty
- Executive Director, Housing Authority City of Yuma – AHDC/SHINE
- 420 South Madison Avenue; Yuma, AZ 85364
- Work: (928) 782-3823 x.128 Cell: (928) 920-2085
- [Michaelm@hacy.org](mailto:Michaelm@hacy.org) or [michael.morrissey@azwestern.org](mailto:michael.morrissey@azwestern.org)

- **Coach Luz**

- Luz Acosta, Program Manager
- [luza@hacy.org](mailto:luza@hacy.org) (928) 261-8635

- **Coach Claudia**

- Claudia Zavala, Program Assistant
- [czavala@hacy.org](mailto:czavala@hacy.org) (928) 580-4773



# Introductions

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- Pick a Partner...
  - Someone You Don't Already Know
- Learn the following:
  - Name
  - High School – Grade
  - School Activities – Hobbies – Interests
  - College and/or Career Goals
  - Other Interesting Facts
- Introduce Partner to the Class



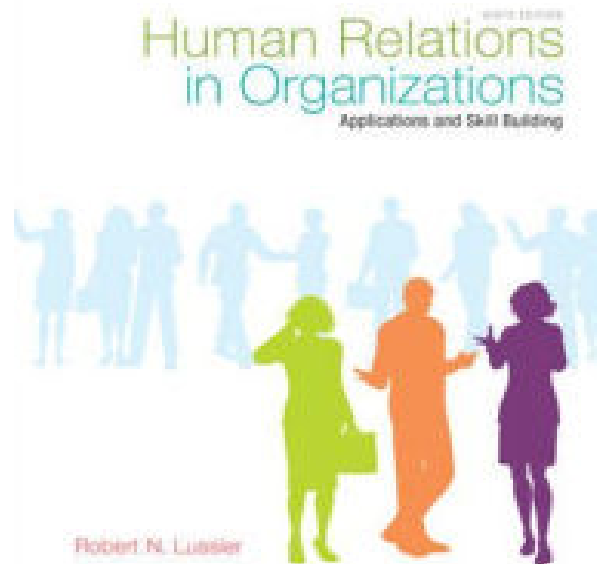
**Hello World!**

# Course Information



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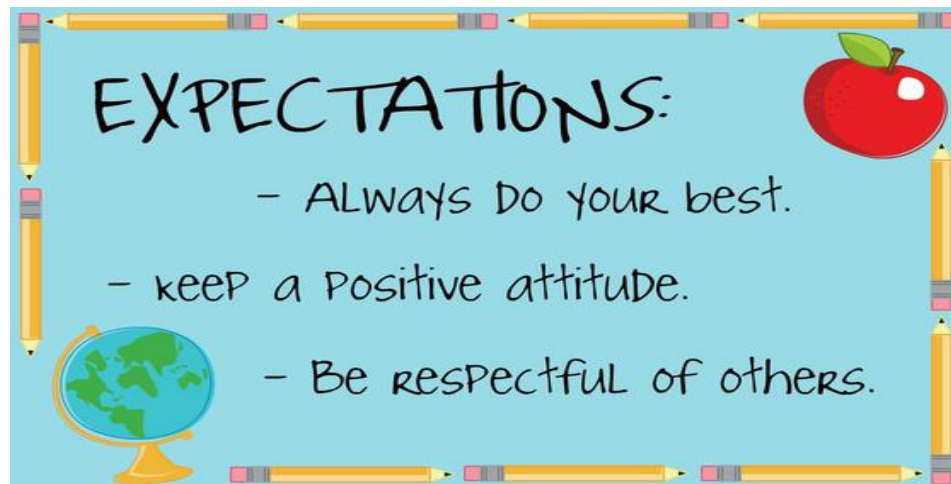
- **BUA-109: Principles of Human Relations**
  - Human Relations in Organizations: Applications and Skill Building – 9<sup>th</sup> Edition by Robert N. Lussier – McGraw-Hill 2013
    - ✦ ISBN 978-0-07-802920-2



# Expectations

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- Wear Assigned Uniform
- Attend All Classes and Be On-Time
- Participate in Class Discussion and Group Projects
- Complete Weekly Assignments and Maintain Binder
- Complete Projects, Presentations, Essays, Quizzes/Exams

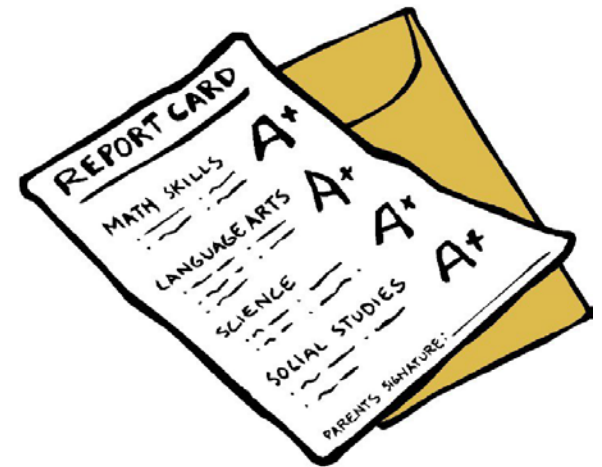


# Grading Policy

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- **Attendance and Participation** (Total 170 Points)
  - 10 Points each week for attendance and participation (FIB)
    - ✦ 5 Points if no attendance, but complete FIB
- **Weekly Assignments** (Total 120 Points)
  - 10 Points each week for completing weekly assignments
- **Projects (E/P's)** (Total 300 Points)
  - 3 Projects at 100 Points each
- **Final Exam** (Total 100 Points)

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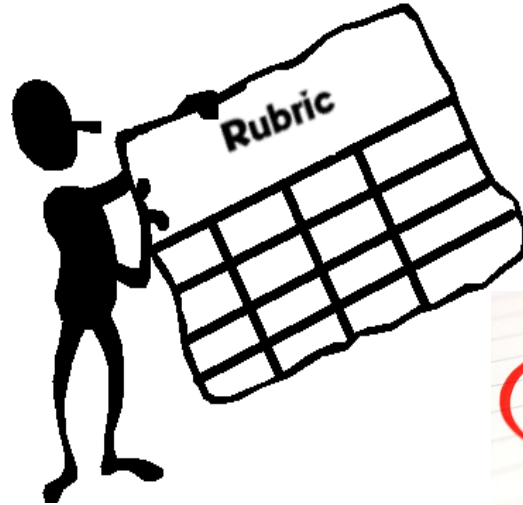


# Grading Policy

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- **Earn Total 690 Points**

- A = 621 to 690 Points
- B = 552 to 620 Points
- C = 483 to 551 Points
- D = 414 to 550 Points
- F = 413 or Less Points



- **Extra Credit**

- There will be opportunities for Extra Credit, and Points Earned will be added to Final Grade – Pending Supervisor Evaluation
  - ✦ The SHINE Program – 1 Point per Event
  - ✦ Boys and Girls Club – 1 Point per 2-Hour Shift
  - ✦ Other TBD (i.e. Essay, Presentation, Community Service, etc.)





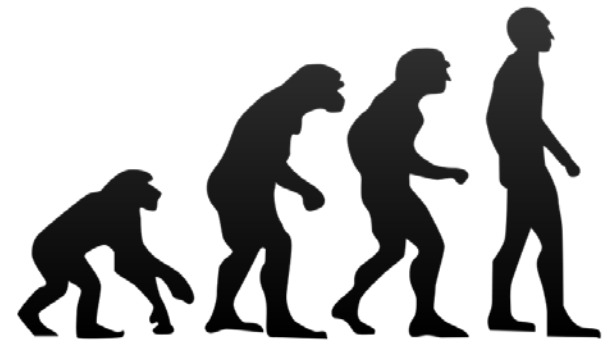
# Part One: Intrapersonal Skills

## Behavior, Human Relations, and Performance Begins with You

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### ● Chapter One: Understanding Behavior, Human Relations, and Performance

- Why Human Relations Skills are So Important
- The Goal of Human Relations
- Myths and Realities about Human Relations
- The Total Person Approach
- The Systems Effect
- Human Relations: Past, Present, and Future
- Human Relations Guidelines
- Likability
- Assessing Your Human Relations Abilities and Skills



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# Part One: Intrapersonal Skills

## Behavior, Human Relations, and Performance Begins with You

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- **Chapter Two: Personality, Stress, Learning, and Perception**
  - Personality Affect and Types of Personality
  - Locus of Control
  - Stress and Controlling Stress
  - Intelligence – Multiple and Emotional
  - Learning Styles
  - Perception – Biases and Congruence
  - First Impressions – Image and Appearance
  - Nonverbal Communication - Handshake



## Part One: Intrapersonal Skills

### Behavior, Human Relations, and Performance Begins with You

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- **Chapter Three: Attitudes, Self-Concept, Values, and Ethics**
  - Attitudes - Theory X and Theory Y
  - Pygmalion Effect
  - Changing Attitudes
  - Job Satisfaction
  - Self-Concept
  - Self-Efficacy
  - Self-Fulfilling Prophecy
  - Attribution Theory
  - Spirituality in the Workplace
  - Values – Ethics
  - Moral Development
- **Who Am I?**



# Part One: Intrapersonal Skills

## Behavior, Human Relations, and Performance Begins with You

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### ● Chapter Four: Time and Career Management

- Time and Career Management
- Analyzing Use of Time
- Multitasking
- Priority Determination
- Career Planning Model
  - ✦ Self-Assessment, Exploration, Objectives, and Plan
- Interview – Resume
- Career Path
- Job Shock
- Career Plan and Resume



# Part Two: Interpersonal Skills

## The Foundation of Human Relations

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- **Chapter Five: Communications, Emotions, and Criticism**
  - Interpersonal Skills
  - Organizational Structure and Communication
  - The Communication Process, Barriers, and Differences
  - Cultural Context
  - Listening Tips
  - Response Styles
  - Situational Communication Styles
  - Dealing with Emotions and Criticism



# Part Two: Interpersonal Skills

## The Foundation of Human Relations

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- **Chapter Six: Dealing with Conflict**

- Transactional Analysis and Ego States
- Life Positions and Stroking
- Assertiveness – Passive – Aggressive
- Passive-Aggressive Behavior
- Anger and Violence in the Workplace
- Conflict Management Styles
- XYZ Model
- Apologize
- Mediation

- **Discovering Your Style**



# Part Three: Leadership Skills Influencing Others

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- **Chapter Seven: Leading and Trust**
  - Leadership
  - Leadership Theories and Styles
  - Situational Favorableness
  - Supervisory Styles
  - Trust – Integrity
  - Openness – Self-Disclosure
  - Repairing Trust
- **Test Your Leadership Style**
- **108 Skills of Natural Born Leaders**





# Part Three: Leadership Skills

## Influencing Others

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- **Chapter Eight: Motivating Performance**

- Motivation
- The Performance Formula
- Content Motivational Theories
  - ✦ Identify Needs to understand HOW people are motivated
- Process Motivation Theories
  - ✦ Identify Behavior to understand WHY people are motivated
- Job Enrichment and Design
- Self-Motivation



# Part Three: Leadership Skills

## Influencing Others

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- **Chapter Nine: Ethical Power, Politics, and Etiquette**
  - Power – Sources and Bases
  - Influencing Tactics
  - Politics – Behavior and Skill
  - Relationship with Boss, Subordinates, and Peers
  - Open-Door Policy
  - Business Etiquette
  - Reputation
- **Develop Code of Ethics**



## Part Three: Leadership Skills Influencing Others

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- **Chapter Ten: Networking and Negotiating**
  - Networking – Objective and Process
  - Self-Assessment (Refer to Chapter Four)
  - One-Minute Self-Sell
  - Coalitions
  - Negotiating – Strategies, Process, and Plan
  - Bargaining
- **Self-Assessment and One-Minute Self-Sell**



## Part Four: Leadership Skills

### Team and Organizational Behavior, Human Relations, and Performance

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- **Chapter Eleven: Team Dynamics, Creativity and Problem-Solving, and Decision-Making**
  - Teamwork
  - Team Performance Model
  - Team – Structure, Dynamics, and Development
  - Group Roles
  - Team Leadership Skills
  - Planning Meetings
  - Handling Problem Team Members
  - Problem-Solving and Decision-Making
  - Creativity
  - Brainstorming
  - Groups – Advantages and Disadvantages
- **Thinking About Teams**



## Part Four: Leadership Skills

### Team and Organizational Behavior, Human Relations, and Performance

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- **Chapter Twelve: Organizational Change and Culture**
  - Organizational Change
  - Resistance to Change – Intensity, Source, and Focus
  - Overcoming and Responding to Resistance to Change
  - Lewin and Lussier Change Models
  - Organizational Culture and Climate
  - Organizational Development
  - Performance Appraisal
  - Coaching



## Part Four: Leadership Skills

### Team and Organizational Behavior, Human Relations, and Performance

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- Chapter Thirteen: Valuing Diversity Globally

- Human Diversity
- Prejudice and Discrimination
- Equal Employment Opportunity
- Federal Employment Laws
- Compensation and Benefits
- Health and Safety
- Affirmative Action
- The Legally Protected
- Sex Discrimination and Sexual Harassment
- Political Correctness
- Women and Minorities
- Stereotypes of Man vs. Woman
- Overcoming Sexism and Racism
- Family Sex Roles
- Work and Family Balance



# Team Building Exercise

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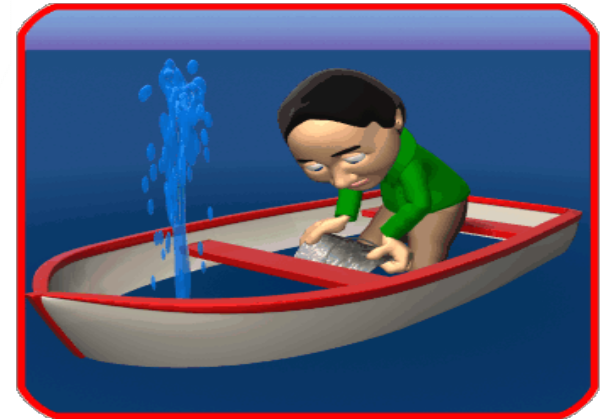
- **Lost at Sea**

- You are out to sea, and your ship is about to sink
- You have a number of items at hand, and must prioritize
- Complete individually then move into small groups

- **An Exercise in Human Relations**

- Personality – Stress – Perception
- Attitudes – Values
- Time Management – Prioritization
- Communication – Emotions – Criticisms
- Dealing with Conflict
- Leadership and Motivation
- Power and Politics
- Negotiation
- Team Dynamics – Problem-Solving – Decision-Making

- **Be Prepared to Discuss**



*The End*

...IS JUST A NEW  
BEGINNING

