



Lincoln University

BA 336 – Human Factors in Small Businesses

COURSE SYLLABUS

Fall, 2022

- Instructor:** Prof. Arthur Ashurov, Ph.D.
Lecture Schedule: Wednesday, 3:30 PM – 6:15 PM
Credits: 3 units /45 lecture hours
Level: Mastery 2 (M2)
Office Hours: Wednesday, 11:45 AM – 12:30 PM by appointment
E-mail: ashurov@lincolnuca.edu
- Textbooks:** Human Relations in Organizations. Applications and Skill Building. 2022, 12th Edition. Robert N. Lussier, McGraw-Hill; ISBN: 978-1-265-12955-2.
- Last Revision:** 08/15/22

CATALOG DESCRIPTION

The course studies problems in supervising and working effectively with people problems of proprietorship, partnership, or small corporations in matters as organizational structure, personnel policies, and managerial succession. *Prerequisite: BA 308*

EDUCATIONAL OBJECTIVES

1. Identify the elements of intrapersonal skills: behavior, human relations, and performance in organizations.
2. Discuss interpersonal skills: the foundation of human relations.
3. Understand leadership skills: influencing others.
4. Explain leadership skills in a team and organizational behavior, human relations, and performance.

COURSE LEARNING OUTCOMES¹

	Course LO	Program LO	Institutional LO	Assessment Activities
1	Demonstrate an ability to understand and apply the concepts and applications of Human Relations Management.	PLO 1	ILO 1b, ILO 2b	Homework, participation in the in-class discussions; case studies; quizzes; midterm/final exams.
2	Demonstrate essential skills of managing and improving interpersonal and leadership skills in manufacturing and service organizations.	PLO 2	ILO 1b, ILO 2b, ILO 4b	Participation in the in-class discussions; case studies; quizzes.
3	At the end of the course students will be able to demonstrate working knowledge of a variety of methods and tools used in managing and improving human relations in organizations.	PLO 3	ILO 2b, ILO 7b	Course project presentation, course project report; case studies; quizzes.
4	Be able to effectively organize team in working on a project, assign responsibility, delegate and lead.	PLO 5	ILO 4b, ILO 5b	Course project presentation; case studies

INSTRUCTIONAL METHODS

This is a direct classroom instruction course.

The course will be conducted in the form of lectures and interactive discussions on the present small business entrepreneurial thinking and management practice. Case studies will be provided.

Assignments and projects require students to actively use resources of the library. Detailed guide to business *resources of the library* as well as the description of Lincoln University approach to *information literacy* are available at the [Center for Teaching and Learning](http://ctl.lincolnuca.edu) website (ctl.lincolnuca.edu).

ATTENDANCE

Students are expected to attend each class section. If you cannot attend a class due to a valid reason, please notify the instructor prior to the class.

DROPPING THE CLASS

If you decide not to continue in the class, please call or go to Admissions and Records and drop yourself. You do not need to involve the instructor. **Do not assume that the instructor will drop you for not attending the class.**

GRADING POLICY

¹ Detailed description of learning outcomes and information about the assessment procedure are available at the [Center for Teaching and Learning](http://ctl.lincolnuca.edu) website (ctl.lincolnuca.edu).

Grades will be earned as follows:

Grade Structure	Points
Team Presentation + Team Evaluation	70 + 30
Attendance	30
Participation in the Class	70
Midterm Exam	100
Final Exam	100
Total Points	400

Your grade will be determined as follows:

Points Earned	Letter Grade
360- 400; 340-359	A; A-
320-339; 300-319; 280-299	B+; B; B-
260-279; 240-259; 220-239	C+; C; C-
180-219	D
<180	F

EXAMS

We will have two exams: midterm and final exam during the course of the semester. Exams will cover all assigned chapters, any additional readings or supplementary materials covered in class. The exams are not “open book” or “open notes”.

Students may use a dictionary during exams.

Students need to complete missing assignments and tests, or retake the course.

Absolutely no makeup tests and projects are allowed.

OTHER COMMENTS

- Please participate. What you put into the class will determine what you get out of it – and what others get out of it.
- Please come **on time**. Late arrivals disturb everyone else. Attendance will be taken in **15 minutes** after the beginning of each class.
- Students may not read other materials (newspapers, magazines) during class.
- Students are to remain in class during the entire session with the exception of breaks. **Students are not allowed to come and go during class session.**
- If you miss a class, you are responsible for getting notes/slide printouts on the material covered from a classmate or the instructor.
- To avoid distracting noise in class, cellular phones **must** be turned off or the ringing mode silenced.
- All class participants are expected to exhibit respectful behaviors to other students and the instructor. All students have the right and privilege to learn in the class, free from harassment and disruption. Inappropriate or disruptive behavior will not be tolerated, nor will lewd or foul language.

CLASS SCHEDULE

Date	Focus of Discussion	Homework Assignment
W: 08/24	Orientation via Syllabus. Introduction to Course. Class Discussion on behavior and human relations.	Ch. 1 Team Project Assignment.
W: 08/31	Personality, Stress, Learning, and Perception.	Ch. 2
W: 09/07	Attitudes, Self-Concept, Values, and Ethics	Ch. 3
W: 09/14	Communications, Emotions, and Criticism	Ch. 4 Case 1
W: 09/21	Dealing with Conflict	Ch. 5 Case 2.
W: 09/28	Leading and Trust Midterm Exam Preview.	Ch. 6
W: 10/05	Midterm Exam (Chapters 1-6)	
W: 10/12	Midterm Exam Results Review. Motivating Performance	Ch.7
W: 10/19	Ethical Power and Politics	Ch. 8
W: 10/26	Networking and Negotiating	Ch. 9
W: 11/02	Team Dynamics, Creativity and Problem Solving	Ch. 10
W: 11/09	Organizational Change and Culture.	Ch. 11 Case 3.
W: 11/16	Valuing Diversity and Inclusion Globally	Ch. 12
W: 11/23	NO CLASS	
W: 11/30	Project Team Presentation + Team Evaluation Final Exam Preview	
W: 12/07	Final Exam	

NOTE: *This schedule can be changed if needed*