

WILMINGTON UNIVERSITY
COLLEGE OF SOCIAL & BEHAVIORAL SCIENCES
BASIC COURSE INFORMATION

COURSE TITLE: Survey of Human Dynamics
COURSE NUMBER: PSYORG 30

I. COURSE DESCRIPTION:

Success in the workplace requires the application of a variety of skills, many of which involve managing our interactions and relationships with others. This course will help students identify strengths and weakness in areas such as communication, teamwork, problem solving, crosscultural relations, conflict resolution, stress management, and organizational politics, as well as providing specific skill building opportunities to develop greater proficiency in these areas.

II. MAJOR INSTRUCTIONAL GOALS:

GOAL A:

Explain individual differences and the need for interpersonal development

Learning Outcomes The student will:

- A-1 Explain how to improve interpersonal skills
- A-2 Assess specific areas of interpersonal relations and identify where improvement is needed
- A-3 Define “emotional intelligence” and identify its importance in relating to others
- A-4 Practice skill building exercises and role playing activities to enhance interpersonal skills

GOAL B:

Explain interpersonal communication

Learning Outcomes The student will:

- B-1 Explain the basic steps in the communication process
- B-2 Define nonverbal communication and describe the various modes of transmission

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Learning OutcomesThe student will:

- F-1 Explain how human relations skills impact successful organizational politics
- F-2 Identify behaviors which can enhance one's image in the workplace
- F-3 Examine the correlation between positive political behaviors and individual success
- F-4 Practice general principles of customer satisfaction

GOAL G:

Examine stress management and personal productivity

Learning OutcomesThe student will:

- G-1 Describe the symptoms and common causes of stress
- G-2 Practice techniques for managing and reducing stress
- G-3 Employ techniques, attitudes, and values for managing stress