

**Bossier Parish Community College
Business Division**

Course Prefix and Number: CULA 217

Credit Hours: 3

Course Title: Human Relations and Supervisory Development

Course Prerequisites: Introduction to Hospitality

Textbook: Managing Human Resources, 8th Edition Gomez-Mejia, Balkin, Cardy, Pearson

Course Description: Human Relations and Supervisory Development

Managing Human Resources gives future managers a solid business understanding of human resource management skills. The approach used makes human resources relevant to anyone who has to deal with HR issues in the workplace, even those who do not hold the title of manager. The course includes new emerging trends in HR. The course provides a focus on human resources management and supervision topics. It includes essential content plus learning activities, case studies, professional profiles, research topics more that support course objectives. The text and exam are part of the ManageFirst Program® from the National Restaurant Association (NRA).

Learning Outcomes

At the end of this course, the student will be able to:

- A. Meeting Present and Emerging Strategic Human Resource Challenges
- B. Managing Work Flows and Conducting Job Analysis
- C. Understanding Equal Opportunity and the Legal Environment
- D. Managing Diversity
- E. Recruiting and Selecting Employees
- F. Managing Employee Separations, Downsizing, and Outplacement
- G. Appraising and Managing Performance
- H. Training the Workforce
- I. Developing Careers
- J. Managing Compensation
- K. Rewarding Performance
- L. Designing and Administering Benefits

To achieve the learning outcomes, the student will:

- 1. Understand Human Resource challenges and opportunities (A, B, F, H)
- 2. Identify how manage work flow, scheduling and create job descriptions (B, H)
- 3. Understand the legal, cultural and ethical perspectives and the laws of equal opportunities, and the benefits of leveraging diversity in an organization (C, D, E, H)
- 4. Identify methods of recruitment and understanding of onboarding processes ((D, E)

5. Understand organization structure changes and how to manage the culture and affected employees in the changes (F, G, H)
How to develop training modules, the keys to succession planning (G, H, I)
6. Understand how the compensation ranges of positions are determined, creation of measurable performance metrics, development of rewards and recognition strategies, and method to drive a leadership culture of accountability (D, H, J, K,)
7. Understand the components of an employee benefits packages, the impact benefits have on employee satisfaction and financial results (L)

Course Grading:

The grades for this course are determined performance on assignments, quizzes, daily grades, midterms and a final written examination.

Grading Scale

A = 100-90
B = 80-89
C = 70-79
D = 60-69
F = 0-59

Attendance Policy: The college attendance policy is available at <http://www.bpcc.edu/catalog/current/academicpolicies.html>

Course Fees: There are additional fees for supplemental materials.

Nondiscrimination Statement: Bossier Parish Community College does not discriminate based on race, color, national origin, gender, age, religion, qualified disability, marital status, veteran's status, or sexual orientation in admission to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of its operations. Bossier Parish Community College does not discriminate in its hiring or employment practices.

COORDINATOR FOR SECTION 504 AND ADA

Angie Cao, Student and Disability Services Specialist

Disability Services, F-254

6220 East Texas Street

Bossier City, LA 71111

Phone: 318-678-6511

Email: acao@bpcc.edu

Hours: 8:00 a.m.-4:30 p.m. Monday - Friday, excluding holidays and weekends.

Equity/Compliance Coordinator

Teri Bashara, Director of Human Resources

Human Resources Office, A-105

6220 East Texas Street

Bossier City, LA 71111

Phone: 318-678-6056

Hours: 8:00 a.m.-4:30 p.m. Monday - Friday, excluding holidays and weekends.