

Lassen Community College Course Outline

BUS-10 Managing Diversity and Human Resources

3.0 Units

I. Catalog Description

A course for practicing, newly-appointed, or potential supervisors and managers who hold or who will hold from first-line up to middle-management positions. Course will develop broader perspectives and new insights in managerial skills to manage a multicultural workplace. It focuses on the workplace impact of various historical, social, and cultural experience/perspectives related to gender, age, ethnicity, and disability. This course has been approved for online, hybrid and correspondence delivery.

Recommended Preparation: Successful completion of English 105 or equivalent multiple measures placement.

Transfers to both UC/CSU

CSU GE Area: D3

IGETC GE Area: 4

51 Hours Lecture

Scheduled: Fall

II. Coding Information

Repeatability: Not Repeatable, Take 1 Time

Grading Option: Graded or Pass/No Pass

Credit Type: Credit - Degree Applicable

TOP Code: 050100

III. Course Objectives

1. Course Student Learning Outcomes

Upon completion of this course the student will be able to:

1. Define culture within the context of the United States workplace
2. Apply leadership skills and abilities that are effective in managing a multicultural workforce
3. Analyze how language, gender, race, ethnicity, and organizational culture interact to produce a motivating organizational climate

2. Course Objectives

Upon completion of this course the student will be able to:

1. Understand the value of cultural diversity and inclusion in the workforce
2. Define culture as it applies to contemporary business
3. Compare and contrast company diversity plans and provide recommendations
4. Describe barriers of employment for culturally diverse populations
5. Describe current employment laws
6. Cite and explain major events in U.S. history that have a material effect on the way we conduct business
7. Identify employment experiences based upon different cultural factors
8. Improve cultural experiences within an organization

IV. Course Content

- A. Introduction of Course
 - a. Scope and issues of workplace diversity
 - b. Terminology
 - c. Diversity and racial hierarchy
 - d. Communication and leadership style
- B. Defining Culture
 - a. Ethnocentrism
 - b. Racism as organizational norm
 - c. Sexism as organizational norm
 - d. Prejudice
 - e. Demographics of work groups in United States
- C. Corporation as Culture
 - a. Cultural identities of organizations
 - b. Components of corporate culture
 - c. Organizational culture and affects on U.S. workplace
 - d. Moral and ethical responsibility of the corporation and the workplace
- D. Gender and Work Culture
 - a. Development and history of working women in the U.S.
 - b. Perceived differences between men and women in the workplace
 - c. Perceived relationship between gender and leadership
 - d. Sexual harassment history, definition, and applicable case law
- E. African Americans and Work Culture
 - a. Analysis of the historical events impacting African Americans in the workplace
 - b. Perceived cultural differences, traditions, cultural influences, and stereotypes
 - c. Compare and contrast employment experiences
 - d. Improving organizational experiences
- F. Latinx and Work Culture
 - a. History of the Latinx work experience
 - b. Perceived cultural differences, traditions, cultural influences, and stereotypes
 - c. Compare and contrast employment experiences
 - d. Improving organizational experiences
- G. Asian Americans and Work Culture
 - a. Analysis of the historical events impacting Asian Americans in the workplace
 - b. Perceived cultural differences, traditions, cultural influences, and stereotypes
 - c. Compare and contrast employment experiences
 - d. Improving organizational experiences
- H. LGBT and Work Cultures
 - a. Analysis of the historical events impacting LGBTQ (Lesbian, Gay, Bi-Sexual, Transgender) as well as other sexual and gender identities in the workplace
 - b. Perceived cultural differences, traditions, cultural influences, and stereotypes
 - c. Compare and contrast employment experiences
 - d. Improving organizational experiences
- I. White/Caucasian, Native American, and multi-race in Work Cultures
 - a. Analysis of the historical events impacting white/Caucasian, Native American, and multi-race groups in the workplace
 - b. Perceived cultural differences, traditions, cultural influences, and stereotypes
 - c. Compare and contrast employment experiences

- d. Improving organizational experiences

V. Assignments

A. Appropriate Readings

- . Selected articles and case studies of interest provided by instructor.

B. Writing Assignments

Keep a personal journal or reflection based on the readings, classroom discussions, discussion forums, group work, and videos throughout the course.

C. Expected Outside Assignments

- D. Write a 2-page review and analysis of five films, articles, or affirmative action cases chosen by the instructor exploring various facets of diversity in the workplace.

Specific Assignments that Demonstrate Critical Thinking

The students will gain insight and sensitivity for minority groups through comparing and contrasting employment situations around the topics of assimilation, prejudice, and discrimination in the workplace.

VI. Methods of Evaluation

Traditional Classroom Instruction

Analysis paper, homework (analysis of employment situations and written recommendations of solutions), group presentations, participation, quizzes, essay and multiple choice examinations.

Online Evaluation

A variety of methods will be used, such as: research papers, asynchronous and synchronous discussions (chat/forum), online quizzes and exams, postings to online website and email communication.

Correspondence Evaluation

Same as face to face with the exception of the desired use of proctored exams and exclusion of participation in classroom activities. Students will be expected to complete assignments and activities equivalent to in-class assignments and activities. Written correspondence and a minimum of six opportunities for feedback will be utilized to maintain effective communication between instructor and student.

Hybrid Evaluation

All quizzes and exams will be administered during the in person class time. Students will be expected to complete online assignments and activities equivalent to in class assignments and activities for the online portion of the course. Electronic communication, both synchronous and asynchronous will be evaluated for participation and to maintain effective communication between instructor and students.

VII. Methods of Delivery

Check those delivery methods for which, this course has been separately approved by the Curriculum/Academic Standards Committee.

Traditional Classroom Delivery Correspondence Delivery

Hybrid Delivery

Online Delivery

Traditional Classroom Instruction

Lecture, discussion, case studies, media, and interactive exercises

Online Delivery

Participation in forum based discussions. Online exercises/assignments contained on website. Web based video vignettes with discussion paper, email communications, postings to forums, online lecture notes and web-links will comprise the method of instruction.

Correspondence Delivery

Assigned readings, instructor-generated typed handouts, typed lecture materials, exercises and assignments equal to face to face instructional delivery. Written correspondence and a minimum of six opportunities for feedback will be utilized to maintain effective communication between instructor and student.

Hybrid Delivery

A combination of traditional classroom and online instruction will be utilized. Each semester 34 lecture hours will be taught face-to face by the instructor and 17 lecture hours will be instructed online through the technology platform adopted by the District. Traditional class instruction will consist of lectures, visual aids, and group presentations. Online delivery will consist of participation in forum-based discussions and posts, web links, email communications, lecture posts, and online lectures.

VIII. Representative Texts and Supplies

Bell, M. (2017). *Diversity in Organizations*, 3rd Edition, Cengage Publishing, ISBN: 978-1-305-57694-0

IX. Discipline/s Assignment

Business

X. Course Status

Current Status: Active

Original Approval Date: 6/18/1990

Revised By: Andy Rupley

Curriculum/Academic Standards Committee Revision Date: 10/19/2021