

PALOMAR COLLEGE
COURSE OUTLINE OF RECORD FOR
DEGREE CREDIT COURSE

 X Transfer Course X A.A. Degree applicable course
(check all that apply)

COURSE NUMBER AND TITLE: QAT 105 Quality Assurance Control Communication and Human Factors

UNIT VALUE: 3

MINIMUM NUMBER OF SEMESTER HOURS: 48

BASIC SKILLS REQUIREMENTS: Appropriate language and computational skills.

ENTRANCE REQUIREMENTS

PREREQUISITE: None.

COREQUISITE: None.

RECOMMENDED PREPARATION: None.

SCOPE OF COURSE:

Focuses on oral communication and presentations in the workplace environment. Includes preparing, recording, processing, storing, communicating, and retrieving quality reports, and techniques of relating Quality Assurance information within business and the community.

SPECIFIC COURSE OBJECTIVES:

Successful students will be able to:

1. Explain the significance of clear communication of Quality information.
2. Analyze the art of self-expression in relating Quality within the business and the community.
3. Analyze and recognize individual differences through group discussions on Quality issues.
4. Apply concepts of organizational behavior within an organization to understand and affect change.
5. Identify organizational and social relationships within the organization.
6. Identify and report on Quality information through written and oral exercises.

CONTENT IN TERMS OF SPECIFIC BODY OF KNOWLEDGE:

- I. Fundamentals of Organizational Behavior
 - A. The dynamics of people and organizations
 - B. Models of organizational behavior
 - C. Social systems and organizational culture
 - D. Managing communications

- II. Motivation and Reward Systems
 - A. Motivational theories
 - B. Appraising and rewarding performance

- III. Leadership and Empowerment
 - A. Leadership
 - B. Empowerment and participation

- IV. Individual and Interpersonal Behavior
 - A. Employee attitude and their effects
 - B. Issues between organizations and individuals
 - C. Interpersonal behavior

- V. Group Behavior
 - A. Informal and formal groups
 - B. Teams and team building

- VI. Change and Its Effect
 - A. Managing change
 - B. Stress and Counseling

REQUIRED READING:

Davis, Keith and John W. Newstrom. Organizational Behavior: Human Behavior At Work. New York: McGraw-Hill, 2002, 11th edition.

SUGGESTED READING:

Lammermeyr, Horst. Human Relations - The Key To Quality.

ASQC Quality Press, Milwaukee, Wisconsin, 1990.

REQUIRED WRITING:

Write a job description for your ideal job or current job consisting of at least one page in length.

Write a job description for your work supervisor consisting of at least one page in length. Present it to your supervisor for review. Present it in class.

OUTSIDE ASSIGNMENTS:

Students are expected to spend a minimum of three hours per unit per week in class and on outside assignments, prorated for short-term classes.

Read assignments from textbook. Study lecture notes. Prepare two oral reports.

INSTRUCTIONAL METHODOLOGY:

Check all that apply:

- lecture
 laboratory
 lecture-laboratory combination
 directed study

DISTANCE LEARNING:

This course may be offered as a distance learning course and meets Title 5 regulations 55370, 55372, 55374, 55376, 55378, and 55380.

Yes No

If yes, check all that apply:

- Television Course (Video one-way, e.g. ITV, video cassette, etc.)
 Online Course (Text one-way, e.g. newspaper, correspondence, electronic file, etc.)
 Two-Way Video Conferencing (Two-way interactive video and audio)
 One-Way Video Conferencing (One-way interactive video and two-way interactive audio)
 Computer Assisted Instruction (A specialized form of mediated instruction relying primarily on student access to information and prepared lessons or teaching materials through a computer terminal, but not under immediate supervision of a qualified instructor.)

GRADING POLICY AND STANDARDS (include methods of determining whether the stated objectives have been met by students):

The course grading policy will be determined by individual instructors and may include the following:

- Exams
- Quizzes
- Research projects
- Writing assignments
- Classroom presentations
- Research papers
- Lab assignments
- Journal writing
- Classroom participation & discussion
- Homework

IS COURSE REPEATABLE FOR REASON(S) OTHER THAN DEFICIENT GRADE?

Yes No Number of times course may be taken for credit: 1

If yes, identify specific provision of Title 5 Division 2 section(s), 55761-55763 and 58161 which qualifies course as repeatable:

CONTACT PERSON: Director, Occupational & Noncredit Programs, Ext. 2286

SIGNATURES ON FILE: