

Human Relations I

Course

Health Science

Unit IV

Employability
Skills and
Professionalism

**Essential
Question**

Why do I have
to be courteous
to others?

TEKS

130.204(c)3A,
3B, 3C, 3D

**Prior Student
Learning**

Personal traits
of Health Care
Professionals

Estimated time

1- 2 Hours

Rationale

Health care workers use human relations in dealing with patients and co-workers.

Objectives

Upon completion of this lesson, the student will be able to:

- Identify, define, and discuss terms and factors relating to human relations
- Develop personal strategies for building good relationships
- Explain the importance of human relations in an organizational setting

Engage

What are some complaints that you have heard family or friends make about their work place environment or the people they work with?

Key Points

- I. Definition of terms
 - A. Assertiveness - bold or confident behavior
 - B. Attitude - a feeling or action concerning a particular situation
 - C. Bypassing - word or expression has different meanings to the speaker and to the receiver
 - D. Competence-the ability to perform a required task
 - E. Consideration-thoughtful and sympathetic regard for another individual
 - F. Co-workers-the people with whom you work
 - G. Employer-the person for whom you work
 - H. Flattery-the practice of insincere or excessive praise
 - I. Goal-an objective; what one plans to achieve
 - J. Honesty-qualities of truthfulness, honor and integrity; free of fraud or deception
 - K. Human relations-refers to the relationship between people. These relationships can be formal or informal, close or distant, emotional or unemotional
 - L. Loyalty-a feeling of obligation to one's employer or job
 - M. Negative self-image-your belief that you are inadequate for your job
 - N. Personality-the complex of characteristics that distinguish an individual. It is the combination of personal traits that make one individual different from every other person.
 - O. Positive self-image-your belief that you are capable of doing your job

- P. Self-image-what you think of yourself
- Q. Short term goal-what one plans to achieve in a short time - a day, a week, of a month for example
- R. Technical knowledge-what you know about the job itself
- S. Tolerance-the ability to cope with habits or mannerisms of other individuals
- T. Trustworthiness-dependable, worthy of confidence
- U. Values-personal beliefs about what is desirable and worthwhile

Activity

- I. Complete Relationships with People activity.

Assessment

Successful completion of Relationships with People activity.
Successful completion of Human Relations Terms Quiz.

Materials

Relationships with People activity sheet and thinking map.
Key Human Relations Terms Quiz
Movie *The Doctor*

Accommodations for Learning Differences

For reinforcement, the student will develop flashcards for the human relations terms.

For enrichment, the student will watch the movie *The Doctor* and identify human relations techniques throughout.

National and State Education Standards

National Health Science Standards

HLC02.01 Communications

Health care workers will know the various methods of giving and obtaining information. They will communicate effectively, both orally and in writing.

TEKS

130.204(c)(3)(A) evaluate how a healthy relationship influences career goals;

130.204(c)(3)(B) demonstrate communication skills in building and maintaining healthy relationships;

130.204(c)(3)(C) demonstrate strategies for communicating needs, wants, and emotions; and

130.204(c)(3)(D) evaluate the effectiveness of conflict resolution techniques in various situations.

Texas College and Career Readiness Standards

CROSS-DISCIPLINARY STANDARDS

I. Key Cognitive Skills

A. Intellectual curiosity

1. Engage in scholarly inquiry and dialogue.
 2. Accept constructive criticism and revise personal views when valid evidence warrants.
- B. Reasoning
1. Consider arguments and conclusions of self and others.
 2. Construct well-reasoned arguments to explain phenomena, validate conjectures, or support positions.
 3. Gather evidence to support arguments, findings, or lines of reasoning.
 4. Support or modify claims based on the results of an inquiry.
- C. Problem solving
1. Analyze a situation to identify a problem to be solved.
 2. Develop and apply multiple strategies to solving a problem.
- E. Work habits
1. Work independently.
 2. Work collaboratively.
- F. Academic integrity
1. Attribute ideas and information to source materials and people.
 2. Evaluate sources for quality of content, validity, credibility, and relevance.
 3. Include the ideas of others and the complexities of the debate, issue, or problem.
 4. Understand and adhere to ethical codes of conduct.
- A. Reading across the curriculum
1. Use effective pre-reading strategies.
 2. Use a variety of strategies to understand the meanings of new words.
 3. Identify the intended purpose and audience of the text.
 4. Identify the key information and supporting details.
 5. Analyze textual information critically.
 6. Annotate, summarize, paraphrase, and outline texts when appropriate.
 7. Adapt reading strategies according to structure of texts.
 8. Connect reading to historical and current events and personal interest.

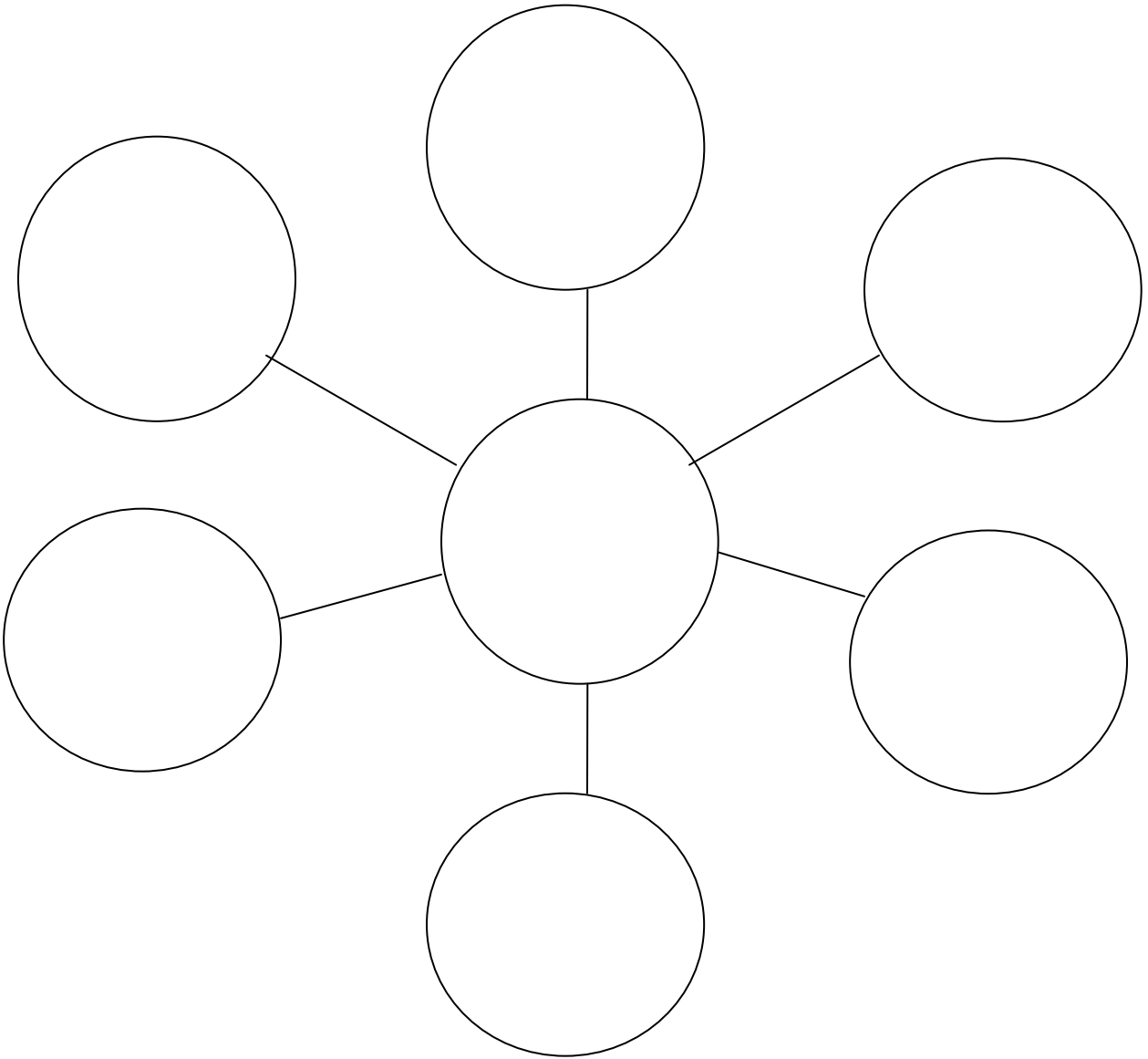
Relationships with People

The term Human Relations refers to relationships between people. The relationship can be formal or informal, close or distant, emotional or unemotional. In health care many kinds of relationships with different people must be considered. As an employee at a health care facility you have a relationship with (1) self, (2) co-workers (in your unit/department), (3) your supervisor, (4) the patient, (5) patient's family/visitors, (6) physicians, (7) other health care workers.

Describing Qualities Thinking Map –

- place your name in the center circle of the diagram;
- place other people you will come in contact with in the other circles;
- list the type of relationship that you can form with each type; and
- list things that may happen to change the relationship.

Describing Qualities



Describing Qualities

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Quiz Human Relations terms

1. _____ Employer a. bold or confident behavior
2. _____ Consideration b. a feeling or action concerning a particular situation
3. _____ Co-workers c. word or expression has different meanings to the speaker and to the receiver
4. _____ Assertiveness d. the ability to perform a required task
5. _____ Honesty e. thoughtful and sympathetic regard for another individual
6. _____ Flattery f. the people with whom you work
7. _____ Competence g. the person for whom you work
8. _____ Bypassing h. the practice of insincere or excessive praise
9. _____ Personality i. an objective; what one plans to achieve
10. _____ Technical knowledge j. qualities of truthfulness, honor and integrity; free of fraud or deception
11. _____ Tolerance k. refers to the relationship between people.
12. _____ Self-image l. feeling of obligation to one's employer or job
13. _____ Short term goal m. image-your belief that you are inadequate for your job
14. _____ Human relations n. the combination of personal traits that make one individual different from every other person.
15. _____ Attitude o. your belief that you are capable of doing your job
16. _____ Loyalty p. what you think of yourself
17. _____ Negative self-image q. what one plans to achieve in a short time - a day, a week, of a month for example
18. _____ Trustworthiness r. what you know about the job itself
19. _____ Goal s. the ability to cope with habits or mannerisms of other individuals
20. _____ Positive self-image t. dependable, worthy of confidence

KEY Quiz -Human Relations terms

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3. ___ f ___ Co-worker c. word or expression has different meanings to the speaker and to the receiver
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