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*CHAPTER 1 INTRODUCTION TO LABOUR RELATIONS*

6 CHAPTER 1 V INTRODUCTION TO HUMAN COMMUNICATION Wilbur Schramm is one of the early theorists to demonstrate the model of communication as circular (see Figure 1.2).2 The decoding of a message by the re-ceiver starts that person's process of encoding—hence, the complete circle. The roles of encoder and decoder are interchangeable. Thus, each person in

*CHAPTER 1*

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This book is based on the authors' experiences as professors of human relations and community activists at the University of Oklahoma, which has the largest degree-granting human relations program in the United States. The specific objectives of this book are to prepare students to work for the provision of equal opportunities for minority groups and women, develop skills pertaining to leadership, communication, group and organizational behaviors by the analysis of behavioral science data, and to function responsibly in situations where conflict and tension call for coordination of interpersonal, intergroup and organization efforts. The programs discussed in this book were designed to provide participants with opportunities to gain self-insight, knowledge of moral and ethical codes of behaviors as well as group dynamics, communication skills, and cognitive tools used to diagnose problems and select the appropriate strategies for change. Unique features include: historical and current human relations problems and strategies; interdisciplinary approaches to the creation and development of human relations programs; an educational approach to the ways of supplementing and complementing relevant issues; emphasis on social justice and equity; and the similarities and differences among and between culturally different people. Several articles and essays that illustrate a few of the issues that concerned professional helpers may be involved in are included. Special attention is given to the consequences of unequal educational, economic, political, and social opportunities for some of our nation's citizens. This book will be a valuable tool for students who are enrolled in their first courses pertaining to professional helpers, teachers, licensed therapists, counselors, business managers, human service practitioners, and community organizers.

This edition of Human Relations: Principles and Practices continues to focus on the immediate personal application of human relations principles and practices. In addition to incorporating the authors' innovative "Total Person" approach toward the field, the Sixth Edition includes an increased emphasis on issues of diversity, presenting a broad range of characteristics that affect relationships on the job and ways to achieve insight when dealing with a wide-range of people related problems. The updated pedagogy includes strategically placed exercises that encourage teamwork and group problem-solving techniques, first-person advice from respected writers, educators, and business leaders, opening vignettes featuring prominent individuals in real-world situations, and "Career Corner" sections that provide practical solutions to common human relations problems. New! Updated content and featured topics include advice on establishing goals, root causes of negative attitudes, the use of "branding" to achieve greater visibility in a crowded job market; discrimination based on a person's religious preference, and new support for the importance of emotional intelligence. "Human Relations in Action" boxes are a mix of "how to" tips and examples from real-world organizations. New subjects include "Jargon Predates Bubble Burst at WorldCom," "Wanted: Employer with Ethics," "Greatest Comeback in Sports' History," "Avoid Creating a No-Complaint Zone," and "The 'No Win' Side to the Win/Win Approach." A "student friendly" approach emphasizes practical applications of theory, effective communication, self-development, and strategies that can be used to resolve work/life tensions. Internet application exercises keep students in touch with the world outside the classroom and provide an opportunity to acquire additional information on important topics in each chapter. Supplements: Human Relations Instructors' Web Site Human Relations Students' Web Site HM Testing CD-ROM Video Transparencies Instructor's Resource Manual with Test Bank

Master the human relation skills you need to become successful managers in today's workplace with one of the most widely used human relations texts available. EFFECTIVE HUMAN RELATIONS: INTERPERSONAL AND ORGANIZATIONAL APPLICATIONS, 12E uses an organizational

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This edition of *Human Relations: Principles and Practices* continues to focus on the immediate personal application of human relations principles and practices. In addition to incorporating the authors' innovative Total Person approach toward the field, the Seventh Edition includes an increased emphasis on issues of diversity, presenting a broad range of characteristics that affect relationships on the job and ways to achieve insight when dealing with a wide-range of people related problems. The updated pedagogy includes strategically placed exercises that encourage teamwork and group problem-solving techniques, first-person advice from respected writers, educators, and business leaders, opening vignettes featuring prominent individuals in real-world situations, and Career Corner sections that provide practical solutions to common human relations problems. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

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