

# Human Relations: Interpersonal, Job-Oriented Skills (Custom Lane Community College Edition)

Andrew Dubrin, Tim Blood

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This course presents the interpersonal "people skills" that are important in the modern workplace. Topics include communicating effectively, assertive behavior, teamwork, conflict resolution, and work ethics. Students will gain awareness of their individual work styles and how to work effectively with people with different styles in a diverse workplace. Specific techniques for coping with job stress and managing anger will also be emphasized.



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