

# 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; and
- 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.

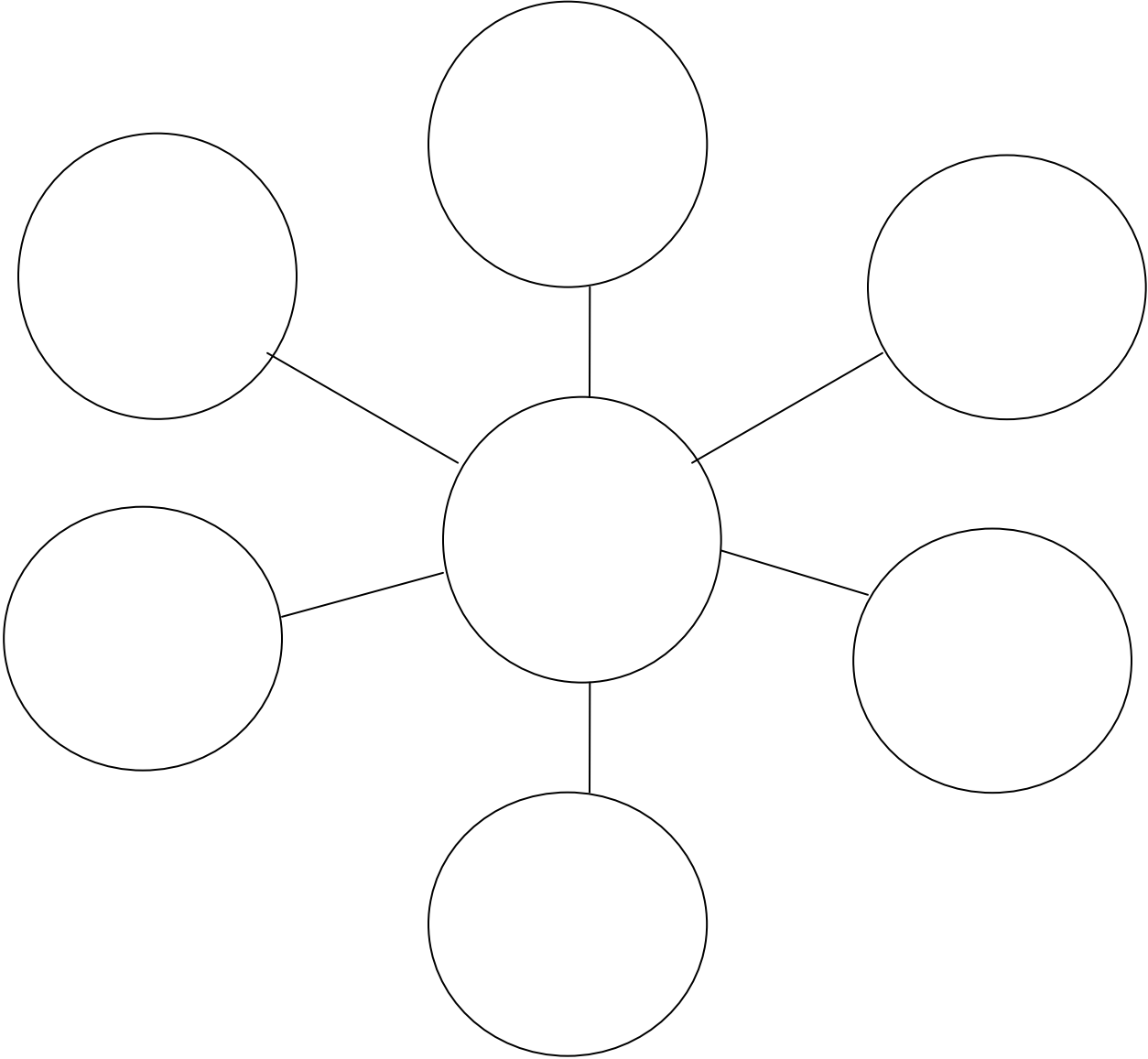
# Relationships With People

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

Created by: Daniel Longoria,  
2000 For Educational Classroom Use

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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

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