

RINKER SCHOOL OF CONSTRUCTION MANAGEMENT
University of Florida

HUMAN FACTORS

COURSE NUMBER: *BCN 6933*

NUMBER OF CREDIT HOURS: 3

INSTRUCTOR: *Douglas Lucas* (doug1941@ufl.edu)

REQUIRED MATERIALS: GRIFFIN, R. AND MOORHEAD,G. ORGANIZATIONAL BEHAVIOR:
MANAGING PEOPLE AND ORGANIZATIONS, SOUTH-WESTERN CENGAGE
LEARNING, 2014, ISBN-13: 978-1-133-62669-5; ISBN-10: 1-133-62669-6

TEXT AVAILABLE FOR RENT FROM CENGAGE LEARNING

REFERENCE MATERIALS:

- Kouzes, J.M. and Posner, B.Z. 2002. The Leadership Challenge, 3rd Edition, New York: Jossey-Bass.
- Zenger, John H. and Folkman, Joseph. 2002, The Extraordinary Leader: Turning Good Managers into Great Leaders, 1st Edition, New York, McGraw Hill.
- Barr, L & Barr, N. The Leadership Equation: Leadership, Management and the Myers-Briggs.
- Northouse, Peter G. 2004. Leadership: Theory and Practice, 3rd Edition, Thousand Oaks, CA, Sage Publications, Inc.
- Schermerhorn, John R. Jr., 2004, Core Concepts of Management, New York, Wiley & Sons.
- Evans, E. 1998, Mastering Negotiations: Key Skills in Ensuring Profitable and Successful Negotiations, London, Thorogood.
- Karrass, C., 1970, The Negotiating Game, New York, Thomas Y. Cromwell.
- Fisher, R & Ury, W. Getting to YES- Negotiating Agreement Without Giving In, Penguin Books.

COURSE DESCRIPTION:

General course content will examine human behavior and how it affects the construction management process. The course will cover: (1) Nature of Human Factors (2) Perception and Attitudes in the Workplace (3) Emotions and Stress in the Construction Workplace (4) Personality, Skills and Abilities (5)The Learning Process (6) Motivation Theory and Job

Satisfaction (7) Groups and Teams (8)Power, Influence & Decision Making AND (9) Conflict, Cooperation and Trust

PREREQUISITE KNOWLEDGE AND SKILLS:

GRADUATE STANDING

PURPOSE OF COURSE:

This course covers a systematic approach to understanding and managing relationships among management and field staff of owners, architects, contractors, subcontractors and other project participants. It will do by examining the basic principles of human behavior.

COURSE LEARNING OUTCOMES:

Upon completion of the course students will demonstrate their ability to:

- 1. Develop an understanding of the types of human behavioral factors that influence the manner in which people act in the work place.*
- 2. Develop an understanding of the linkage between perception and behavior as demonstrated by worker attitudes.*
- 3. Develop the ability to be better teachers and coaches by understanding the methods by which people learn.*
- 4. Develop a recognition of the signs and causes of work related stress in order to reduce this stress in the work place.*
- 5. Develop an understanding of available means of creating job satisfaction and motivation in the work force.*
- 6. Develop an insight into the dynamics of group and team behavior and means for promoting the team building experience.*
- 7. Develop skills for improving the ability to influence people and make intelligent decisions.*
- 8. Develop an better knowledge of the reasons for conflict and ways to overcome conflict by improving trust and team building skills.*

COURSE POLICIES:

ASSIGNMENT POLICY:

Assignments are due at the end of each module and before beginning of the next module. All work turned in for this course is expected to be of professional quality in content and presentation.

FINAL CASE STUDY REQUIREMENTS:

Develop a case study / problem exercise for use in a future Cost Analysis course. This should include a short description of the scenario and the "cost information" or data that the participant will use to come up with a solution. Information provided can include drawings, sketches, cost reports, schedules, estimates, etc. Please provide your recommended solution to the case. The case subject could include such areas as: cost accounts, pricing change orders, unforeseen conditions, job cost reporting, margin projections, setting up cost accounts, etc.

UF POLICIES:

UNIVERSITY POLICY ON ACCOMMODATING STUDENTS WITH DISABILITIES:

Students requesting accommodation for disabilities must first register with the Dean of Students Office (<http://www.dso.ufl.edu/drc/>). The Dean of Students Office will provide documentation to the student who must then provide this documentation to the instructor when requesting accommodation. You must submit this documentation prior to submitting assignments or taking the quizzes or exams. Accommodations are not retroactive, therefore, students should contact the office as soon as possible in the term for which they are seeking accommodations.

UNIVERSITY POLICY ON ACADEMIC MISCONDUCT:

*Academic honesty and integrity are fundamental values of the University community. Students should be sure that they understand the UF Student Honor Code at <http://www.dso.ufl.edu/students.php>. Although joint work on assignments may be acceptable in some cases, duplication of an assignment, both manually or by computer will be considered an act of academic dishonesty and dealt with accordingly. On all work submitted for credit by students at the university, the following pledge is either required or implied: **"On my honor, I have neither given nor received unauthorized aid in doing this assignment."***

NETIQUETTE: COMMUNICATION COURTESY: All members of the class are expected to follow rules of common courtesy in all email messages, threaded discussions and chats.

[\[http://teach.ufl.edu/docs/NetiquetteGuideforOnlineCourses.pdf\]](http://teach.ufl.edu/docs/NetiquetteGuideforOnlineCourses.pdf)

GETTING HELP:

For issues with technical difficulties for E-learning in Sakai, please contact the UF Help Desk at:

- Learning-support@ufl.edu
- (352) 392-HELP - select option 2
- <https://lss.at.ufl.edu/help.shtml>

GRADING POLICIES:

Assignment	Percentage
8 Quizzes @ 6 % each	48%
8 Assignments @ 4 % each	32%
Case Study	20%
Total	100%

GRADING SCALE:

Grades will be computed according to the following scale:

A=93-100; A- =90-92.9; B+ =87-89.9; B=83-86.9; B- =80-82.9; C+ = 77-79.9; C=73-76.9; C- =70-72.9; D+ =67-69.9; D=63-66.9; D- =60-62.9; E<60.

Grade Values for Conversion												
Letter Grade	A	A-	B+	B	B-	C+	C	C-	D+	D	D-	E, I, NG, S-U, WF
Grade Points	4.0	3.67	3.33	3.00	2.67	2.33	2.00	1.67	1.33	1.00	.67	0.00

COURSE SCHEDULE:

Module	Subject and Coverage	Reading	To-Do
1	Nature of Human Factors	None	Quiz 1 and Assignment 1
2	Perception and Attitudes in the Workplace	Griffin & Moorhead- Ch. 3	Quiz 2 and Assignment 2
3	Emotions and Stress in the Construction Workplace	Griffin & Moorhead- Ch. 7	Quiz 3 and Assignment 3
4	Personality, Skills and Abilities	None	Quiz 4 and Assignment 4
5	Motivation Theory and Job Satisfaction	Griffin & Moorhead Chapters 4 & 5	Quiz 5 and Assignment 5
6	Groups and Teams	Griffin & Moorhead Chapters 9 & 10	Quiz 6 and Assignment 6
7	Power, Influence & Decision Making	Griffin & Moorhead Chapter 14	Quiz 7 and Assignment 7

8

Conflict, Cooperation
and Trust

Griffin & Moorhead
Chapter 15

Quiz 8 and Assignment 8

Final Case Study

Disclaimer: This syllabus represents the current plans and objectives. As we go through the semester, those plans may need to change to enhance the class learning opportunity. Such changes, communicated clearly, are not unusual and should be expected.