

**INSTRUCTOR S MANUAL**

**HUMAN RELATIONS:  
INTERPERSONAL, JOB-ORIENTED  
SKILLS**

**EIGHTH EDITION**

**Andrew J. DuBrin**

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## PREFACE

The purpose of this instructor's manual is to enhance the teaching of *Human Relations: Interpersonal, Job-Oriented Skills*, 8<sup>th</sup> edition. The text lends itself to a diverse approach to teaching, with its self-assessment quizzes, skill-building exercises, examples, case problems, and role-plays. Each chapter in the manual contains:

1. A text chapter outline along with lecture notes.
2. Answers to discussion questions, usually in the form of a comment rather than an absolute answer because most of the questions ask for an observation or opinion.
3. Answers to the case questions.
4. Brief comments about the self-assessment quizzes and skill-building exercises. Most of the quizzes and exercises, however, are self-explanatory.
5. Twenty-five multiple choice, and 25 true/false questions. The test questions are based on specific pages in the text. Each set of questions follows the page sequence in the text. Prentice Hall offers a computerized test bank containing the same questions.

The appendix to the manual presents step-by-step instructions for the use of computer-assisted scenario analysis (CASA). CASA is a user-friendly way of using any word-processing software with any computer to assist in analyzing cases.

An effective classroom use of this text is to make frequent use of group exercises. Skill-building exercises, discussion questions, and the cases work well with group discussion. My small-group discussion procedure includes serving as a resource person to the groups before they make their presentations. Sometimes the group may need help in interpreting a case question or in knowing how much freedom it may have in making certain assumptions about the case or question under study.

For any questions for comments about the classroom use of *Human Relations: Interpersonal, Job-Oriented Skills* contact me by telephone at (585) 442-0484 (my writing and consulting office) or (585) 475-2298 (my campus office equipped with an answering machine). Also, my e-mail addresses are [ajdubrin@frontiernet.net](mailto:ajdubrin@frontiernet.net) and [ajdbbu@rit.edu](mailto:ajdbbu@rit.edu).

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