

Business 96

Principles of Management

Online Course Overview and Syllabus
Fall 2014 - 5 Units
Michele Fritz

Office Hours:	Mondays through Thursdays from 8:15 -9:15 AM; Fridays, online.
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Email Address:	fritzmichele at deanza.edu (Please note that Michele has one "L".) You may receive email messages from another email account, but there is no need to send multiple copies of messages to me. Also please avoid using the Catalyst internal mail system which is unreliable.
Telephone:	(408) 864-8615 (Please use email for urgent messages.)
Instructor Web Site:	http://www.deanza.edu/faculty/fritz/ My web site contains many tools and resources for students.

Course Objectives:

The purpose of this course is to introduce the student to the roles and responsibilities of managers in organizations. The class emphasizes experiential learning and self inquiry to explore the job of a manager, including the managerial environment, the four functions of management (planning, organizing, leading, and controlling), decision-making, effective communications, and management ethics.

Learning Outcomes:

By the end of this course, you should be able to:

1. Examine the functions of planning, organizing, leading, staffing and controlling.
2. Evaluate and anticipate the potential effectiveness of various management styles, communications, and decisions for a given situation.

Materials:

- **Required Text:** This course does not have lectures. We will be applying concepts from the textbook in discussions and written reports. **You absolutely need a textbook for this course.** It is Kinicki and Williams, *Management: A Practical Introduction*, 6th ed., McGraw-Hill Irwin, 2013 (ISBN = 9780077526733 for looseleaf version, 9780078029547 for hardcover). The looseleaf version is available at the bookstore. Online ordering is available via the [Bookstore Home Page](#). To save some money, you can also rent a book or e-book from [Chegg.com](#) or [CourseSmart \(look at 90 day rentals\)](#).

You may use the 5th edition **if absolutely necessary and if you are willing to accept responsibility for its limitations.** First, the organization of the textbook has radically changed since the 5th edition. Therefore, if you choose this option you should be prepared to hunt for the correct reading assignments using the title, because the page numbers listed in the course are for the 6th edition. Also, it is possible that your 5th textbook may not contain the answers for a few of the concepts covered on tests. It does contain all the same exercises that we will be using for written assignments.

- **Textbook Web Site:** The videos and case studies are online. No code is required now, but the publisher may change this at any time.
- **Accommodations:** Please see **Support** section at the end of this document if you are a disabled student who needs special accommodations for this multi-media course.
- **Technology:** The following technology is required in order to access the course materials.
 - You will need a **computer** with **broadband access** to the Internet. Remember, if you don't have broadband but can come to campus periodically, you can use the Library West Computer Lab, in the basement of the Learning Center West building, to watch the videos. You cannot complete the entire course using a cell phone.
 - You must have a **current browser** to view the web-based course materials ([Firefox](#) is recommended). You also need to allow cookies, Java, Javascript, and enable pop-ups for the course to function properly.
 - You will need to download [Flash](#) and [Quicktime](#) to view some of the videos in their graphical format. (Most people already have this installed.)
 - You will need Powerpoint or the [Powerpoint Viewer](#) to view the chapter presentations.
 - You will also need a **personal email address** in order to receive important course announcements. As soon as the course starts, you should receive an email welcome message from the instructor. If that does not occur, you may need to decrease the security on your email or empty your email account (if it is full). These proactive measures will ensure that you receive all important reminders from your instructor. If you don't have an email address, you may obtain a free one by following the instructions on my web site under [Tools, Tips and Resources](#).

Course Requirements:

- **Reading and Review:** Each week you will have approximately two chapters to master. You should read the assigned text chapter, and then review the associated presentation and videos.
- **Examinations:** There will be three exams which test your ability to apply the material you have learned. The exams cover material from the textbook, supplemental readings, and discussions. The questions will be in multiple choice and case-based multiple choice format. Practice questions are available for each chapter under the textbook resources, and there is a review sheet posted for each exam. These tests will be timed, so you will need to be competent in course concepts to complete them. You will **not** have the time to look up many answers in the textbook. The schedule is:
 - **Exam 1** (40 points) covers assigned portions of chapters 1, 2, 3, 4, 5, 6, additional readings, and class discussions. It is due by **11:55 PM on Wednesday of week 4**. (Dates are posted in Catalyst.)
 - **Exam 2** (40 points) covers assigned portions of chapters 7, 8, 9, 10, 11, additional readings and class discussions. It is due by **11:55 PM on Wednesday of week 8**.
 - **Final Exam** (40 points) covers chapters 12, 13, 14, 15, 16, additional readings, and class discussions. It is due by **11:55 PM on Wednesday of finals week (week 12)**.
- **Discussion Forums:** Each week you will be expected to contribute to **your choice** of class discussions. (*Note that students will not get credit for doing more than one choice each week. The instructor is looking for quality, not quantity.*) The discussion forums allow you to demonstrate your understanding of course concepts and learn from the experiences of your classmates. Managers are often called upon to provide their analysis and insights in meetings, so this is one way you will practice career skills in this course. The assignments are varied, they involve tasks such as web research, video case studies, or role play exercises. Your grades in the discussion forum will be evaluated according to the Discussion Rubric provided in the table below. The instructor may ask you follow-up questions that allow you to improve upon your initial answer. Towards the end of the quarter, you may also choose to submit an optional discussion post on leadership for extra credit.

Discussion Rubric - All Criteria Listed Have Equal Importance

Criteria	Superior work	Satisfactory Work	Needs Improvement
Completeness	All questions posed in the assignment are fully answered and justified. All directions have been followed. Course concepts are used	All questions posed in the assignment are fully answered but some explanations may be brief.	Some of the assigned questions are skipped or ignored. Course concepts may be applied incorrectly, or

	correctly and in relevant situations.	Course concepts may mentioned.	without attention to the context.
Originality	Adds significant, new , and substantiated ideas to the discussion and demonstrates that posts from others have been reviewed prior to posting.	Adds a new idea to the chosen discussion topic and demonstrates that posts from others have been reviewed.	Enhances or further explains an idea that has already been mentioned in the discussion forum.
Timeliness	Posts fully in the discussion by the deadline.	Posts up to a week after the deadline. Note that students posting late will not be given a choice of discussions.	Posts more than a week late. Note that students posting late will not be given a choice of discussions.
Professionalism	Writing is professional, clear and easy to read, with proper grammar and punctuation.	Posts are generally clear but may contain occasional grammatical errors or typos.	Posts are difficult to understand due to grammatical & stylistic problems.

- Reflection Reports:** Although we use the term "management" to denote a wide range of positions within a company, each manager is an individual with his or her own unique strengths and weaknesses, behavior patterns, and personality. Each week, I will assign one or more reflection reports. Often, this will involve completing some self-assessment questionnaires, which are scored to help point out your thought patterns or behaviors. Some exercises will involve answering open-ended questions. One week you will also be asked to interview a manager to learn more about his or her job. And in certain exercises you will have an opportunity to practice using a model that we reviewed in class. These exercises will directly relate to the management concepts you are learning each week, and so they should help you to learn by doing in preparation for the exams. The intent of these reflection exercises is to allow you an opportunity for introspection, so that you can begin to predict how you might behave as a manager. This can be very helpful for career planning, in order to select the position, company, and industry that takes advantage of your individual talents. ***These written assignments may not be improved once graded.*** They will be graded as follows:

Reflection Reports Rubric

Criteria	Superior work	Satisfactory Work	Needs Improvement
Completeness and Depth of Reflection	The directions and questions posed have been fully addressed and explained or justified. Evidence of deep thought demonstrated.	Assignment was brief. Questions were considered, but depth of thought is not evident for all questions.	Assignment was incomplete. Report shows superficial attention to questions.
Professionalism	Writing is clear and easy to read, containing proper grammar, spelling, and punctuation.	Writing is generally clear but contains some grammatical errors or typos.	Writing is difficult to understand.
Application of Course concepts	All course concepts, terms, and/or methods are applied correctly.	Most course concepts, terms, and/or methods are applied correctly. Only minor errors are evident in the work.	Course concepts, terms, and/or methods are applied incorrectly several times in the work.

Lesson Plan:

Week #	Class Topic
1	What is Management?
2	The Global Managerial Environment
3	Planning and Strategy
4	Exam 1 and Decision-Making
5	Organizational Structure
6	Human Resource Management and Change

7	Managing Individuals
8	Exam2 and Motivation
9	Fostering Teamwork and Communicating
10	Leadership
11	Controlling
12	Final Exam.

Tips for Success:

Here are some ways that you can boost your performance in this class. Please take advantage of them!

- Obtain the textbook and read it. Some students may benefit from taking notes on the text.
- Email the instructor when you don't understand something, or post a question in the "Student Caf☞" and ask another student to help.
- Schedule your work to complete tasks on time. All late assignments are penalized, and the penalties grow the longer you wait. Students who post late also will not be given a choice of discussion topics.
- Try to be one of the first few students to answer the discussion group topic, so that you don't have the pressure of reading a long discussion and coming up with something "original".
- If you don't receive 9 or 10 points on the discussion last week, go back to that earlier week's posting to see if your instructor posted a response. Discussion group postings may be improved to gain additional points (although any late penalties will remain). Please email me to let me know that you have improved your posting so that I can re-evaluate it. In general, I will accept improvements until the date of the exam which covers that material. At the end of the course, I will only accept improvements through the Sunday before final exam week.
- Complete the optional discussion on leadership in week 10 to earn extra credit if you are having trouble earning enough points for the grade you desire.
- Take the chapter quizzes in the textbook resources each week to identify areas in the text to study and to identify topics that are likely to appear on exams. Review the textbook for the questions you missed.

Academic Integrity:

Students who plagiarize, submit the work of others as their own, or cheat on exams will (at minimum) receive a failing grade on that assignment and be reported to college authorities. Serious cases will receive a failing grade in the class and be reported to college authorities. Ignorance is not an acceptable excuse in a college classroom. If you are uncertain what is acceptable behavior, refer to the Student Handbook on [Academic Integrity](#).

Dropping the Class:

The instructor will drop students who have not logged on, or missed an assignment during the first two weeks. After that, the instructor will drop students who have not completed an exam on time (nor emailed the instructor regarding an emergency) during the first 8 weeks of the quarter. **Other than that, students are responsible to drop the course using the portal.** If you mean to drop the course but do not do the transaction yourself, you can expect to see a grade for the course on your transcript!

Grading Policy:

Assignment Weights (Excluding Extra Credit)

Course Requirement	Point Value	Percentage
3 Exams	120 Points	44%
Management Reflection Reports	50 Points	19%
Discussions	100 Points	37%
Total	270 Points	100%

Grade Scale

<i>If Your Points Are</i>	<i>Resulting Grade</i>
264 and above	A+
250 -263	A
242-249	A-
237-241	B+
223-236	B
215-222	B-
210-214	C+
188-209	C (C- grade does not exist)
183-187	D+
169-182	D
161 to 168	D-
< 161	F

Support:

Help with Concepts	Email me Mondays through Fridays. (24 hour turnaround is typical except over the weekend.)
Technical Support	Web Site URL: http://catalysthelp.deanza.edu/
Disabled Students	<p>The video materials in this multimedia course have captions or written transcripts available. If you need a different type of accommodation, please let your instructor know at the start of the quarter. De Anza offers many support services to assist students with their needs.</p> <p>If you have a disability-related need for reasonable academic accommodations or services in this course, provide me with a Test Accommodation Verification Form (also known as a TAV form) from Disability Support Services (DSS) or the Educational Diagnostic Center (EDC). Students are expected to give five days notice of the need for accommodations. Students with disabilities can obtain a TAV form from their DSS counselor (864-8753 DSS main number) or EDC advisor (864-8839 EDC main number)."</p>
Distance Learning Center	Home Page: http://www.deanza.edu/distance/ Phone: (408) 864-8969. Hours of operation are posted on the page under the link "About Us."