

MGMT 321-001: Principles of Management

T Th 8:40 a.m. – 10:10 a.m.

Fall 2009

REQUIRED TEXT: Jones, G., & George, J. (2009). *Contemporary Management (6th ed.)*. New York: Irwin McGraw-Hill.

PREREQUISITES FOR MGMT 321. Admission to upper division standing or consent of department chair.

COURSE DESCRIPTION. This course introduces the principles of administration in organizations (both public and private) emphasizing the analysis of planning, organizing, coordinating, and controlling (**catalog description**).

The purpose of this course is to familiarize you with the knowledge, roles, responsibilities, and skills required of modern managers. The material covered will be relevant to you, regardless of your career objectives. You will eventually manage the work of others in any occupation you choose.

Principles of Management is one of the first upper-division business courses in the business administration major and serves as the foundation for a more in depth study of various aspects of management in other courses. Some topics covered in the course include diversity, globalization, motivation, ethics, social responsibility, leadership, strategic planning, group dynamics, conflict, and change.

COURSE CONTENT OBJECTIVES. By the end of the semester, the “A” student will have demonstrated a good understanding of the following issues in organizational management:

- Know the history of management development and major schools of management thought.
- Identify the basic functions of management (planning, decision making, organizing, staffing, motivating, leading, controlling).
- Know key issues relevant to successful management of the workforce across cultures.
- Explain alternate views of ethical behavior and identify situations of ethical dilemmas.
- Be able to apply the key motivation and leadership theories in the field of management to improve employee performance.
- Understand how to attract, develop, and maintain a quality workforce.
- Comprehend the effect of employee attitudes on key measures of performance in the workplace.
- Demonstrate competence in applying knowledge of management principles to a concrete situation via written case analysis.

COURSE PERFORMANCE OBJECTIVES. The “A” student will also demonstrate proficiency in the skills listed below. These skills are based on the college of business mission statement which lists a goal of developing student competencies in the following areas: (1) oral and written communication, (2) critical and creative thinking, (3) quantitative analysis, (4) ethics, (5) technology usage, and (6) global business knowledge. These competencies will be developed in this course in the following ways:

- **Oral communication.** Oral communication will be emphasized by engaging in class discussions.
- **Written communication.** Writing skills will be used via a formal case analysis, an article review, and other written assignments. Grading emphasis will be placed on the depth of analysis, grammar, and the flow of your writing.
- **Critical thinking.** You will be expected to apply critical thinking skills to the case analyses as well as to other smaller assignments. Many of the business situations discussed in class relate to unstructured business problems as opposed to structured problems where specific problem solving techniques can be applied in a sequential fashion.
- **Quantitative analysis.** Little will be required in this course relating to the use of quantitative analysis. Most of the critical thinking relates to qualitative issues.
- **Ethics.** Ethical dilemmas faced by managers are discussed in various chapters in the textbook. One chapter is specifically devoted to ethics and corporate social responsibility issues. You will also complete a written assignment

which will improve your ability to recognize ethical dilemmas and resolve them by drawing upon your own ethical standards.

- **Technology usage.** You will need to use internet resources to conduct research for several assignments. In addition, you will obviously need basic computer knowledge to complete the course.
- **Global business knowledge.** Issues relating to international business will be discussed in several chapters of the textbook. In addition, you will complete a written assignment requiring you to identify specific problems that companies face when they do business in another country.

GRADING. Grading is based on the following items.

	<u>Points</u>	<u>%</u>
Exam 1	100	20
Exam 2	100	20
Exam 3	100	20
Quizzes	80	16
Article Review	25	5
Case Assignment	25	5
Short Assignments / Participation	<u>70</u>	<u>14</u>
Total Points Possible	500	100

Final Course Grades. Your overall course grade will be based on the following percentages (unless otherwise stated):

A	90 - 100%	C	70 - 79%	F	≤ 59%
B	80 - 89%	D	60 - 69%		

GRADED COMPONENTS OF COURSE. Below are discussed the exams, quizzes, assignments, etc. that make up the points for your overall grade.

Exams. There will be 3 exams worth 100 points each. Exam 3 will not be comprehensive. Each exam will contain questions dealing with the assigned textbook reading and the accompanying lecture material provided in class. The exams will consist of multiple-choice questions. Any conflicts with exam times need to be taken care of **prior to the exam**. Failure to take the exam without a pre-approved explanation will result in a score of "0" on the exam.

- **Make-up exams.** Make-up exams will be given if I authorized your absence **prior to the exam**. Make-up exams may be different from the original exam and may include essay questions.

Quizzes. There will be 9 unannounced quizzes. The 8 highest scores will be included in your grade for the course. This allows you to miss one quiz and theoretically still have all 80 points available to you. Consequently, there will be no make-up quizzes provided except for rare instances. Each quiz is worth 10 points

Article Review. There will be one article review assignment relating to a topic discussed in Chapter 8 (The Manager as a Planner and Strategist). The article review will be worth 25 points. Detailed instructions regarding format and content will be posted on the class web site.

Case Assignment. There will be one case analysis assignment relating to a topic discussed in Chapter 13 (Motivation and Performance). The case analysis will be worth 25 points. Detailed instructions regarding format and content will be posted on the class web site.

Short Assignments / Participation. There will be seven short assignments worth 10 points each. In addition, there will be some in-class activities (videos, surveys, experiential exercises, etc.). For each activity in which you do not participate, or for each assignment which is not completed properly, you will lose 5 points from your short assignment total.

IMPORTANT POLICIES. Please read the following policies.

Academic Misconduct. Academic misconduct includes all acts of dishonesty in any academically-related matter and any knowing or intentional help or attempt to help, or conspiracy to help, another student commit an act of academic dishonesty. Academic dishonesty includes, but is not limited to, each of the following acts when performed in any type of academic or academically-related matter, exercise, or activity:

- **Cheating** - using or attempting to use unauthorized materials information, study aids, or computer-related information.
- **Plagiarism** - representing the words, data, works, ideas, computer program or output, or anything not generated in an authorized fashion as one's own.
- **Fabrication** - presenting as genuine any invented or falsified citation or material.
- **Misrepresentation** - falsifying, altering, or misstating the contents of documents or other materials related to academic matters, including schedules, prerequisites, and transcripts.

Dishonesty on assignments will not be tolerated. If you are found to be dishonest on any assignment (e.g., exams, case analyses, short assignments, etc.) you will receive a score of "0" for that assignment. In addition, you will be reported to the office of Vice Chancellor of Student Affairs.

Communication Courtesy. All members of the class are expected to follow rules of common courtesy when addressing the class. Please place yourself in the shoes of others, and refrain from stating anything inappropriate or offensive. Please, use clean language! In a business setting, vulgar language will leave a very poor impression of you. Please, no swearing, sexual connotations, ethnic slurs, etc., in your comments. This also applies to email communication between students.

Late Policy. The case will not be accepted late because once we discuss solutions in class, it is easy for you to write a good paper. The article review and the short assignments may be turned in late with the accompanying penalty listed below.

- 50% (turned in after I collected the assignments but before the end of the next class meeting time)
- 100% (after the end of the next class meeting time)

An assignment is considered late if I receive it after the papers have been collected. This means if I collect an assignment at the beginning of class, and you arrive late, your assignment will also be considered late. If you place it under my door or in my mail box and I receive it after I have collected the papers during class, it will be late. In addition, if you arrive once we have begun an in-class activity or started a video, your participation will be considered late.

Late assignments should be handed to me personally or placed in my mailbox on the 3rd floor. If placed in my mailbox, **a secretary in the business office must place the time, date, and initial the paper to verify the time it was turned in.**

Returned Assignments. If you have a dispute over a grade received on an assignment that was returned to you, you must provide the original assignment as evidence. Consequently, please keep a file of all assignments returned to you during the semester.

Dropping the Course. You may drop the course by Sep. 29, 2009 and receive a partial refund. You may drop the course and not receive a refund but still receive an automatic "W" on your transcript if you drop by Oct. 27, 2009. If you drop the course after this date, you will need a form which requires my signature and your advisor's signature. Whether or not you receive a "W" grade will depend on the grade that you have earned as of the date you drop the course. A "W" will be assigned if your grade is a "D" or higher. If your grade is an "F," you will receive the grade of "F" for the course. If you stop attending and do not drop, unfortunately your grade will be an "F." After Nov. 24, 2009, you will not be allowed to drop the course.

Special Accommodations. Students with disabilities, whether physical, learning, or psychological, who believe that they may need accommodations in this class, are encouraged to contact Disability Support Services as soon as possible to ensure that such accommodations are implemented in a timely fashion. Please meet with DSS staff to verify your eligibility for any classroom accommodations and for academic assistance related to your disability. Disability Support Services is located in the Academic Support Center and can be reached at 657-2283. Please advise me of any disability and the desired accommodations at the first class attended.

Disclaimer. This syllabus is not a contract, and the content and assignments in the course can be changed by the professor.

Other Classroom Rules

- No crunchy food / no slurping drinks
- Please turn off the ringer on your cell phone
- Don't walk in front of me if you come in late (use courtesy)