

Business 96

Principles of Management

Online Course Overview and Syllabus

Winter 2018 - 5 Units

Section 63Z

Michele Fritz

| Contact | Details |
|----------------------|---|
| Office Hours: | Tuesdays from 8:15-9:15 AM and from 11:30-12:30 in ATC203D. Wednesdays 11:30-12:30 PM in ATC203D. Thursdays from 8:15-9:15 AM in ATC203D. Please note there is no working phone in this room. Online office hours are through email. |
| Email Address: | fritzmichele at deanza.edu (Please note that Michele has one "L".) You can expect a response within 24 hours, except for the weekend, when I do not check email. On the weekend you can expect a response on the next business day. |
| Telephone: | (408) 864-8615 (Please use email for urgent messages as I sporadically check voicemail.) |
| Instructor Web Site: | http://www.deanza.edu/faculty/fritzmichele/ 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 five functions of management (planning, organizing, leading, staffing, 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 softcover). Online ordering is available via the [Bookstore Home Page](#). To save some money, you can also rent this book from the bookstore or Amazon for a low price. Please do not use an earlier or later edition than the 6th because the author frequently removes and adds concepts.

- **Textbook Web Site:** Our textbook comes with a web site that contains the Powerpoint Presentations, some case study assignments, and practices quizzes. There is no code required for these resources. You will find links to the Textbook Web Site in Canvas.
- **Toolwire Simulation Bundle:** We will be using 5 special simulations in this class. They will get you the opportunity to work hands-on with the materials and are required assignments in this class. You will need to purchase a voucher (<\$15) for the Toolwire Simulation Bundle for Bus96 from the college bookstore. Online ordering is available via the [Bookstore Home Page](#). We will use the first simulation in **Week 3** of the quarter so you will need to make your purchase by the end of Week 2.
- **Technology:** The following technology is required in order to access the course in [Canvas](#).
 - You will need a **computer** with **high speed access** to the Internet to watch the videos and play the simulation games. If you don't have fast internet access, you can use the Library West Computer Lab, in the basement of the Learning Center West building. You cannot complete the entire course using a cell phone.
 - You must have a current version of the free [Chrome](#) browser to view the Toolwire simulations. You can use a current version of your favorite browser for most of the other content in Canvas.
 - You will need to download [Flash](#) 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.
 - To do the Extra Credit assignments you will need to be able to capture **screenshots**. Most computers can do this, but if you are using a tablet or phone, download a screenshot app.
 - You will need the [Acrobat Reader](#) or some other PDF viewing application.
 - 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.
- **Accommodations:** Please see **Support** section at the end of this document if you need special accommodations for this multi-media course.

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 materials, 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 materials, and class discussions. It is due by **11:59 PM on Wednesday of week 4**. (Dates are posted in Canvas.)
 - **Exam 2** (40 points) covers assigned portions of chapters 7, 8, 9, 10, 11, additional materials and class discussions. It is due by **11:59 PM on Wednesday of week 8**.
 - **Final Exam** (40 points) covers chapters 12, 13, 14, 15, 16, additional materials, and class discussions. It is due by **11:59 PM on Wednesday of finals week (week 12)**.

- Discussions:** Some weeks you will be expected to contribute to ***your choice*** of class discussions. The discussion assignments 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. *(Note that students will **not** get credit for doing more than one choice each week. The instructor is looking for quality, not quantity.)* 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 will ask you follow-up questions that allow you to improve upon your initial answer and earn additional points.**

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 correctly and in relevant situations. | All questions posed in the assignment are fully answered but some explanations may be brief. Course concepts may mentioned. | Some of the assigned questions are skipped or ignored. Course concepts are applied incorrectly, or 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. *Original ideas can include new managerial tactics, new examples, alternative viewpoints (from others involved in the scenario), research of expert opinion, and connections to personal experience. | Adds a new* idea to the chosen discussion topic and demonstrates that posts from others have been reviewed. *An original idea can include any of the following: new managerial tactics, new examples, alternative viewpoints (from others involved in the scenario), research of expert opinion, and connections to personal experience. | Enhances or paraphrases 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. |

- **Toolwire Simulations:** Some weeks we will use an interactive simulation game instead of a discussion assignment. The simulations will require you to apply concepts from that week's reading. Several of them require you to interact with video characters in a simulated management situation. The simulation will grade your responses but you can retry it as long as you like until you earn a percentage score which satisfies you. Your percentage in the simulation will be converted into 10 points for each simulation in Canvas.
- **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. There will be five reflection reports this quarter. 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. 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 reports 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, or methods are applied correctly. | Most course concepts, terms, or methods are applied correctly. Only minor errors are evident in the work. | Course concepts, terms, 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 [Simulation] |
| 4 | <i>Exam1</i> and Decision-Making |
| 5 | Organizational Structure |
| 6 | Human Resource Management and Change [Simulation] |
| 7 | Managing Individuals |

| Week # | Class Topic |
|---------------|---|
| 8 | Exam2 and Communication [Simulation] |
| 9 | Motivation and Teamwork [Simulation] |
| 10 | Leadership [Simulation] |
| 11 | Control Concepts and Course Wrap-Up |

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 Café** discussion and ask another student to help.
- Schedule your work to complete tasks on time or early. **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 didn'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). 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.
- Keep retrying the Toolwire Simulations until you earn a high percentage score.
- Complete the optional extra credit assignments before exams.
- Review the textbook for the questions you missed on the practice quizzes.

Grading Policy:

Exam grades will be available in Canvas within 3 days of the due date for the exam. Grading of the weekly discussion assignments will be done within 3 days after the due date for the discussion. Extra credit points will be entered by the instructor within 3 days after the due date for that extra credit assignment. Simulation grades are sent to Canvas automatically, but late penalties will be deducted after each simulation closes.

Assignment Weights (Excluding Extra Credit)

| Course Requirement | Point Value | Percentage |
|-------------------------------|--------------------|-------------------|
| 3 Exams | 120 Points | 44% |
| Management Reflection Reports | 40 Points | 15% |
| Discussions / Simulations | 110 Points | 41% |
| Total (excludes Extra Credit) | 270 Points | 100% |

| If Your Total for the Course is | Resulting Grade |
|--|------------------------|
| 97.5% and up | A+ |
| Over 92.5% but <97.5 % | A |
| Over 89.5% but <92.5% | A- |

| <i>If Your Total for the Course is</i> | <i>Resulting Grade</i> |
|---|-------------------------------|
| Over 87.5% but <89.5% | B+ |
| Over 82.5% but <87.5% | B |
| Over 79.5% but <82.5% | B- |
| Over 77.5% but <79.5% | C+ |
| Over 69.5% but <77.5% | C (C- grade does not exist) |
| Over 67.5% but <69.5% | D+ |
| Over 62.5 % but <67.5% | D |
| Over 59.5% but <62.5% | D- |
| < 59.5% | F |

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 behavior is acceptable, 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!

Support:

| Type of Support | How to Get It |
|---|--|
| Students who need Accommodations | <p>The video materials and simulations 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, or think you have, a disability in any area such as, mental health, attention, learning, chronic health, sensory, or physical, please contact DSS to arrange a confidential discussion regarding equitable access and reasonable accommodations.</p> <p>If you are registered with DSS and have accommodations set by a DSS counselor, please be sure that your instructor has received your accommodation letter from Clockwork early in the quarter to review how the accommodations will be applied in the course. Contact DSS if you cannot find or utilize your MyPortal Clockwork Portal.</p> |
| Help with Concepts | Email me Mondays through Fridays. (24 hour turnaround is typical except over the weekend.) Or drop by my scheduled office hours on campus! |

| Type of Support | How to Get It |
|-----------------------------------|--|
| Canvas Technical Support | Click the ? Help icon in the left hand column of your screen in Canvas. There is also technical support available from 5:00 PM to 8:00 AM PST, seven days per week. Call 1-844-592-2207. |
| Toolwire Technical Support | (For technical simulation problems) Email support@toolwire.com To turn on closed captions in the simulations, click on the small "settings" wheel in the top right hand corner and select closed captions in the box that appears. |
| Online Education Center | Home Page: http://www.deanza.edu/online-ed/ Phone: (408) 864-8969. Hours of operation are posted on the page under the link "About Us." |