INSTRUCTOR INFORMATION: Instructor: Ronald Schmidt  Office Hours: By appointment

Office: M101  Telephone: 972-860-4170

Email: rschmidt@dccc.edu

INSTRUCTIONAL ASSOCIATE: IA: Lab Hours:

Telephone: Office Hours:

If you need an appointment to discuss the course, please contact me at 972-860-4170

TEXTBOOK:


CATALOG DESCRIPTION:

Concepts, terminology, principles, theory and issues that are the substance of the practice of management; particular emphasis on policy formulation, decision making processes, operating problems, communications theory and motivation techniques

COURSE OVERVIEW:

A comprehensive course designed to take you into the world of a manager. The course is developed around the managerial functions of planning, organizing, staffing, directing and controlling. In addition to the job of a manager, it encompasses an analysis of the skills, demands, roles, stresses and tactics for organizational survival and growth. Particular emphasis is on policy formulation, decision-making processes, operating problems, communications theory and motivation techniques. Concepts are presented through classroom lecture, class discussion, small group interaction, case problems and class exercises.

COURSE OBJECTIVES:

Upon completion of this course, the student will describe the role of a manager, the evolution of management theories and the pressures incumbent in the managerial environment. In addition, the student will explain techniques for planning, organizing, staffing, leading, and controlling.
STUDENT LEARNING OUTCOMES:

Students who successfully complete BMGT 1327 will be able to:

1. Demonstrate knowledge of the basic language of management.
2. Describe the importance of and means for getting to know your skills, aptitudes, interests and motivations in managing yourself.
3. Discuss the functions of management and interpersonal roles of a manager related to the work group.
4. Describe the role of goals and objectives to an organization and to the individual.
5. Recognize the symptoms of organizational conflict and describe its sources.
6. Describe external information and data resources useful to the organization.
7. Describe behaviors expected of managers and supervisors, particularly in regard to fulfilling responsibilities to others and in interpersonal dynamics.
8. Develop an enhanced appreciation of the management role in contemporary American society and the relationship of the student as an employee to that role or function.
9. Identify and explain the political and cultural aspects of international management.
10. Identify and explain the political and cultural aspects of international management.
11. Discuss the significance of the U.S. government, partisan politics, ethics and personal accountability for managers.
12. Identify ways that groups and individuals can enhance creativity.
13. List and discuss ways in which a manager can encourage productivity improvement.
14. Explain the impact of changing technology on the work environment.
15. Describe some of the specific steps a manager can use to introduce and manage change properly.
16. Explain the steps in a basic problem-solving decision-making model.

SCANS COMPETENCIES:

The Secretary’s Commission on Achieving Necessary Skills (SCANS) was appointed by the Secretary of Labor to determine the skills people need to succeed in the world of work. To prepare you with the knowledge and skills needed to succeed in today’s dynamic work environment, these workplace competencies and foundation skills have been designed into the curriculum of BMGT 1327.

Workplace Competencies:

1. Manage Resources: time, human resources.
2. Exhibit Interpersonal Skills: participate as a team member, teach others, serve clients and customers, exercise leadership, negotiate to arrive at a decision, work with cultural diversity.
3. Work With Information: acquire and evaluate information, organize and maintain information, interpret and communicate information.
4. Apply Systems Knowledge: understand systems, monitor and correct performance, improve and design systems.
5. Use Technology: select technology, apply technology to task, maintain and troubleshoot technology.
Foundation Skills:

1. Demonstrate Basic Skills: reading, writing, listening, speaking.
2. Demonstrate Thinking Skills: creative thinking, decision making, problem solving, seeing things in the minds eye, reasoning.
3. Exhibit Personal Qualities: responsibility, social, self management, integrity and honesty.

### MANDATORY COURSE SCHEDULE

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
<th>Chapter</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Orientation</td>
<td>Chapter 1</td>
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<tr>
<td></td>
<td>The Exceptional Manager: What You Do, How You Do It</td>
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<tr>
<td>2</td>
<td>Management Theory: Essential Background for the Successful Manager</td>
<td>Chapter 2</td>
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<tr>
<td>3</td>
<td>The Manager’s Changing Work Environment and Ethical Responsibilities: Doing the Right Thing</td>
<td>Chapter 3</td>
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<tr>
<td>4</td>
<td>Global Management: Managing Across Borders</td>
<td>Chapter 4</td>
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<tr>
<td></td>
<td><strong>Test #1 Due (Ch 1-4)</strong></td>
<td><strong>Mini-Project #1 Due</strong></td>
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<tr>
<td></td>
<td>9/16/17 (S) completed by 3:30 PM</td>
<td>9/15/17 (F) by 12:00 noon</td>
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<tr>
<td>5</td>
<td>Planning: The Foundation of Successful Management</td>
<td>Chapter 5</td>
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<tr>
<td>6</td>
<td>Strategic Management: How Exceptional Managers Realize a Grand Design</td>
<td>Chapter 6</td>
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<tr>
<td>7</td>
<td>Individual and Group Decision Making: How Managers Make Things Happen</td>
<td>Chapter 7</td>
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<tr>
<td>8</td>
<td>Organizational Culture, Structure, and Design: Building Blocks of the Organization</td>
<td>Chapter 8</td>
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<tr>
<td></td>
<td><strong>Test #2 Due (Ch 5-8)</strong></td>
<td><strong>Mini-Project #2 Due</strong></td>
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<tr>
<td></td>
<td>10/14/17 (S) completed by 3:30 PM</td>
<td>10/13/17 (F) by 12:00 noon</td>
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<tr>
<td>9</td>
<td>Human Resource Management: Getting the Right People to Managerial Success</td>
<td>Chapter 9</td>
</tr>
<tr>
<td>10</td>
<td>Organizational Change and Innovation: Lifelong Challenges for the Exceptional Manager</td>
<td>Chapter 10</td>
</tr>
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</table>
11 Managing Individual Differences and Behavior: Supervising People as People
Chapter 11

12 Motivating Employees: Achieving Superior Performance in the Workplace
Chapter 12

Test #3 Due Ch 9-12
11/11/17 (S) completed by 3:30 PM

Mini-Project #3 Due
11/10/17 (F) by 12:00 noon

13 Groups and Terms: Increasing Cooperation, Reducing Conflict
Power, Influence, and Leadership: From Becoming a Manager to Becoming a Leader
Chapter 13
Chapter 14

**NOVEMBER 23-26***THANKSGIVING HOLIDAY***CAMPUS CLOSED**

14 Interpersonal and Organizational Communication: Mastering the Exchange of Information
Control Systems and Quality Management: Techniques for Enhancing Organizational Effectiveness
Chapter 15
Chapter 16

15

Mini-Project #4 Due
12/1/17 (F) by 12:00 noon

16 Test #4 Due (Ch 13-16)

GRADING SCALE:

<table>
<thead>
<tr>
<th>Category</th>
<th>Points</th>
<th>Total Points</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exams 4</td>
<td>150 Pts each</td>
<td>600 Pts total</td>
<td>60%</td>
</tr>
<tr>
<td>Quizzes 16</td>
<td>12.5 Pts each</td>
<td>200 Pts total</td>
<td>20%</td>
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<tr>
<td>Mini-projects 4</td>
<td>50 Pts each</td>
<td>200 Pts total</td>
<td>20%</td>
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<tr>
<td>Optional extra pts</td>
<td>80</td>
<td>80 Pts total</td>
<td>extra credit</td>
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<tr>
<td>Total Points</td>
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<td>1000</td>
<td>100%</td>
</tr>
</tbody>
</table>

GRADING CRITERIA:

1. Required points may be earned in this course through examinations, completed mini-projects and quizzes.

   A. Examinations - (4) each worth 150 points over the designated learning objectives for the included lessons. Exams will be a combination of true-false/multiple choice and essay questions.
   
   B. Mini-Projects - (4) each worth 50 points. The mini-projects are listed on page 7 and will be done in Blackboard.
C. Quizzes – (16) each worth 12.5 points. The quizzes will be in Blackboard.

2. Optional Points - A total of 80 points may be earned during the semester. The instructor will specify the method of earning these points.

OPERATING POLICIES:

Attendance Policy - You determine how much time you need to spend in order to complete your course work. NOTE: CLASS ATTENDANCE AND COURSE PROGRESS IS THE RESPONSIBILITY OF THE STUDENT. REGULAR AND PUNCTUAL CLASS ATTENDANCE IS EXPECTED OF ALL STUDENTS.

Examination Policy - Exams are to be taken in the Test Center, S080. Examinations should be taken when designated on the course schedule. The last test is issued one hour before closing. Student will be asked to present a completed Test Permission Slip which is in Blackboard. photo ID and if student desire, a pencil.

Late Work - Mini-projects and quizzes are due prior to taking the unit tests. No work will be accepted if received after the conclusion of the appropriate test. The last day to turn in mini-projects is Friday, December 1, 2017.

Completing Required Work - All required exams, mini-projects, and quizzes must be completed. No optional points will be counted if any required exam, mini-project or quiz has not been completed for a grade.
For information on DCCCD and Brookhaven College institutional policies required as an addendum to this syllabus, go to Syllabus Addendum. It is your responsibility to familiarize yourself with this information and to make sure that you are in compliance.
http://www.brookhavencollege.edu/syllabusaddendum
https://www.brookhavencollege.edu/syllabusaddendum

DROP/WITHDRAWAL
STOP BEFORE YOU DROP
FINANCIAL AID STATEMENT
FINANCIAL AID CERTIFICATION OF ATTENDANCE
INTERNATIONAL STUDENTS
RELIGIOUS HOLIDAYS
ADA STATEMENT
ACADEMIC INTEGRITY
REPEATING THIS COURSE
GRADE REPORTS
FERPA
INSTRUCTOR’S RIGHT TO MODIFY
OFFICE OF INSTITUTIONAL EQUITY STATEMENT

Management and Marketing Center Location and Hours
Room M 206
Hours:  M - R 9:00 AM - 3:00 PM, 5:00 PM - 9:00 PM
F 9:00 AM - 12:00 Noon
REQUIRED MINI-PROJECTS

The mini-projects are listed in four groups to correspond to the test units. You must complete all of the cases for each test group.

**Cases for Test #1 (Complete both cases)**
**Note: Do not work with another student to answer the questions.**
*Case A: GM’s new CEO* – pp. 67 – 68 (25 points)
Answer all the questions listed starting on the bottom of page 67 (1 – 5)

*Case B: UPS Actively Pursues Sustainability* – pp. 97- 98 (25 points)
Answer all the questions listed starting on the bottom of page 97 (1 – 6)

**Cases for Test #2 (Complete both cases)**
**Note: Do not work with another student to answer the questions.**
*Case A: GE’s Poor Planning* – pp. 155 – 156 (25 points)
Answer all the questions listed starting on the bottom of page 155 (1 – 5)

*Case B: Companies Use Tracking Devices to Help make Decisions* – pp. 221- 222 (25 points)
Answer all the questions listed starting on the bottom of page 221 (1 – 5)

**Cases for Test #3 (Complete both cases)**
**Note: Do not work with another student to answer the questions.**
*Case A: More Companies Rely on Proactive Human Resources* – pp. 301 – 302 (25 points)
Answer all the questions listed starting on the bottom of page 301 (1 – 5)

*Case B: Steve Job’s Personality & Attitudes* – pp. 370- 372 (25 points)
Answer all the questions listed starting on the bottom of page 372 (1 – 5)

**Cases for Test 4 (Complete both cases)**
**Note: Do not work with another student to answer the questions.**
*Case A: Leadership Lessons from Six Alex Ferguson* – pp. 471 – 473 (25 points)
Answer all the questions listed starting on the bottom of page 473 (1 – 6)

*Case B: Hootsuite Uses Social Media* – pp. 508- 509 (25 points)
Answer all the questions listed starting on the bottom of page 509 (1 – 5)