

Course	MNGT 5000 / JA / Management
Term	Fall 1, 2009 – Saturday #2 – 8:00 pm – 5:00 pm 8/22, 9/5, 9/19, 10/3, 10/10 (1-5pm)
Instructor	Name: Mike Franks Home Phone: (904) 269-2212 Work Phone: (904) 264-8040 Email: franksm@webster.edu
Catalog Description	In this course, the student is introduced to the basic concepts of management and organizations. Primary emphasis is given to three primary functions: planning, organizing, and controlling. Additional topics include: organization theory, the global environment, ethics, and decision-making.
Prerequisites	None Required
Course Level Learning Outcomes	Upon successful completion of this course, the student will be able to: <ol style="list-style-type: none"> 1. Define, discuss, and recognize important terminology, facts, concepts, principles, analytic techniques, and theories used in managing organizations. 2. Apply appropriate terminology, facts, concepts, principles, analytic techniques, and theories used by managers when analyzing factual situations, such as case studies, involving management problems. 3. Develop solutions to management problems using appropriate terminologies, facts, concepts, principles, analytic techniques, and theories used in the study of management. 4. Discuss the relevance and application of the concepts, principles, and theories taught in this management course to contemporary events. 5. Identify and discuss the interrelationships among the concepts, principles, and theories used in the different areas of management taught in this course. 6. Organize his or her thoughts regarding management issues and concepts and express them in clear and cogent prose in a paper.
Materials	Bateman, T. S. & Snell, S. A. (2008). Management: Leading & Collaborating in a Competitive World. (8th Edition). McGraw-Hill. ISBN# 007338142X

Sabin, W.A. (2005). **The Gregg Reference Manual**. (10th Edition). Glencoe/McGraw-Hill. ISBN# 0-072-93653-3.

To Order Textbooks go to the local North FL website www.webster.edu/jack and click on Order Textbooks to select a vendor

Note: Textbooks must be ordered 2 weeks prior to class to ensure delivery

Supplemental Reading:

- **Research Paper Guidelines and Sample Paper** – See website @ www.webster.edu/jack and click on the Student Resources category.

Grading

Assignments	Maximum Points
• Research Paper	25 Points
• Exams – 2 @ 20 points each	40 Points
• Case Study Presentation	10 Points
• Internet PassPorts Article Reports	10 Points
• Pre-Course Assignment	5 Points
• Class Participation and Attendance	<u>10 Points</u>
TOTAL	100 Points

Letter grades will be assigned pursuant to the following scores based on the percent of the total possible points (weighted according to the scale above) that you earned in the course.

Percentage of Total Points	Grade
95%-100%	A
90%-94%	A-
88%-89%	B+
84%-87%	B
80%-83%	B-
70%-79%	C
Below 70%	F

<p>Activities</p>	<p>This class will involve a combination of lecture and whole group and small group discussions. Students will see relevant applications to help them understand the conceptual frameworks and see how these ideas relate to the real world of organizations. Therefore, the use of case studies and other vehicles to serve as points of application for critical conceptual and theoretical material appears to be a sound teaching strategy. Students will be expected to both write short case analysis based on the conceptual material and discuss these in small groups or the whole class setting.</p> <p>Since the ability to organize one's thoughts and express them in clear and cogent prose is an important skill for the graduate student, a course term paper assignment will be assigned. In this paper, the focus will be on application of the conceptual ideas central to the course to specific topics or problems. Students will be expected to conduct some library research in this paper and you will be expected to use proper citation formatting.</p> <p>Research Paper:</p> <ul style="list-style-type: none"> • The research paper is a 10-12 page paper on a topic chosen by the student and approved by the instructor. Topic selection will be finalized on the second week of class. • The research paper will be graded according to: following directions given in class, having a topic which is adequately focused, writing with minimal grammatical errors, demonstrating critical thinking skills, and showing practical management application. <p>Exams:</p> <ul style="list-style-type: none"> • Exams will utilize essay questions, which will draw from the student's ability to demonstrate familiarity with textbook concepts, illustrate critical thinking skills and apply theory with practical management applications. Each exam will be approximately 2 hours in length. Students will be given an opportunity to choose from several questions encompassing material from the text, other assigned reading, and topics discussed in class. <p>Case Study Presentation:</p> <ul style="list-style-type: none"> • The case study presentation will be assigned during week one. Each student will present one case study to the class, using PowerPoint, summarizing the case, linking the case to the chapter topics and leading the class in a discussion of the case through questions and answers. The entire presentation should last 25-30minutes. • The presentation will be graded on the following factors: following the directions, demonstrating linkage to the issues/concepts found in the relevant chapter, generating class discussion through questions and answers, demonstrating critical thinking by showing a scholarly analysis of the material, and grammar / communication skills. <p>Internet Passports Article Reports:</p> <ul style="list-style-type: none"> • The article presentation will be assigned during week one. Each
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student will be assigned a chapter topic from which to search for and present to the class an article pertaining to the assigned topic.

- Students must utilize Passports to retrieve the article and properly cite the source of the article during the presentation.
- Presentation will consist of a brief overview of the article (15-20 minutes) and a brief class discussion led by the presenter.
- The presentation will be graded on the following factors: following the directions, demonstrating linkage to the issues/concepts found in the relevant chapter, generating class discussion through questions and answers, demonstrating critical thinking by showing a scholarly analysis of the material, and grammar / communication skills.

Pre-Course Assignment:

- Assignment is worth 5 Points

Class Participation and Attendance:

- Students are expected to attend all class sessions of every course for the full 36 contact hours. In the case of unavoidable absence, the student must contact the instructor. The student is subject to appropriate academic penalty for incomplete or unacceptable makeup work, or for excessive or unexcused absences. Generally, a student who misses more than one four-hour course period (per course) without a documented military or medical excuse and advanced permission of the instructor should withdraw from the class. The University reserves the right to involuntarily drop enrolled students from classes, which they do not attend. **PLEASE BE ADVISED:** Students who do not attend the first class session, who have not made prior arrangements with the instructor for being absent, will be dropped from their courses.
- Attendance the last day of class is mandatory to ensure that all work is completed and to be awarded a passing grade. An Incomplete will not be acceptable without documental proof (Death Notice, Doctor's Letter, etc.) as to absence relating to non-completion of class work. These must be faxed 904-262-1459 or dropped off to Webster University by the Monday after the term ends.
- Participants are expected to arrive on time and be actively involved in the learning experience. Each student should desire to learn, participate, and proactively contribute to the learning of others during each discussion and exercise.
- Students are to participate in classroom discussions. The discussions are an opportunity for students to reveal their understanding of the assignments made for the current and previous classes.
- Assignments are given to prepare the student to participate in class discussions; therefore, it is imperative that reading assignments and associated questions for discussion be completed prior to class.
- A maximum of 10 points will be awarded based on the level and quality of participation and preparation.
- Failure to turn in an assignment within one week will result in a grade

	<p>of "0" for that assignment. In addition, failure to submit an assignment will lower the final grade by an additional two points.</p> <ul style="list-style-type: none"> • All assignments are due as detailed in the Course Schedule. • Late assignments will be accepted, if they are turned in <i>no later</i> than one week later, but will be penalized one letter grade. Furthermore, late assignments will lower the student's final grade by an additional one point. • Late assignments will not be accepted for the final assignments the last week of the course to allow timely completion and grades to be submitted.
<p>Policy Statements: University Policies</p>	<p>University policies are provided in the current course catalog and course schedules. They are also available on the university website. This class is governed by the university's published policies. The following policies are of particular interest:</p> <p>Academic Honesty</p> <p>The university is committed to high standards of academic honesty. Students will be held responsible for violations of these standards. Please refer to the university's academic honesty policies for a definition of academic dishonesty and potential disciplinary actions associated with it.</p> <p>Drops and Withdrawals</p> <p>Please be aware that, should you choose to drop or withdraw from this course, the date on which you notify the university of your decision will determine the amount of tuition refund you receive. Please refer to the university policies on drops and withdrawals (published elsewhere) to find out what the deadlines are for dropping a course with a full refund and for withdrawing from a course with a partial refund.</p> <p>Special Services</p> <p>If you have registered as a student with a documented disability and are entitled to classroom or testing accommodations, please inform the instructor at the beginning of the course of the accommodations you will require in this class so that these can be provided.</p> <p>Disturbances</p> <p>Since every student is entitled to full participation in class without interruption, disruption of class by inconsiderate behavior is not acceptable. Students are expected to treat the instructor and other students with dignity and respect, especially in cases where a diversity of opinion arises. Students who engage in disruptive behavior are subject to disciplinary action, including removal from the course.</p>

	<p>Student Assignments Retained</p> <p>From time to time, student assignments or projects will be retained by The Department for the purpose of academic assessment. In every case, should the assignment or project be shared outside the academic Department, the student's name and all identifying information about that student will be redacted from the assignment or project.</p> <p>Contact Hours for this Course</p> <p>It is essential that all classes meet for the full instructional time as scheduled. A class cannot be shortened in length. If a class session is cancelled for any reason, it must be rescheduled.</p>	
<p>Course Policies</p>	<p>This syllabus may be revised at the discretion of the instructor without the prior notification or consent of the student. The schedule below presents an approximate expectation of course progress. The instructor reserves the right to add, delete, or modify any weeks of this schedule. The instructor also reserves the right to change the overall course grade weighting. Any changes will be announced in class.</p> <p>If you miss class you are responsible for getting notes and assignments. Makeup exams will be scheduled only if arranged in advance of the scheduled exam date.</p> <p>Make-Up Requirements</p> <ul style="list-style-type: none"> • For each class hour missed, a one (1) page, double-spaced, typed paper, with one (1) reference will be submitted by the end of the term. The instructor will assign the topic. A four (4) hour class will require four (4) pages supported with (4) references from popular or academic press. • This paper will be graded and incorporated in the class participation grade. If the make-up work is not submitted, the student's final grade will be reduced one (1) letter grade. • Students are responsible for any class material presented during their absence, and any assignments due should be submitted prior to the absence, if possible. 	
<p>Weekly Schedule</p>		<p>Pre-Assignments for Sessions 1 & 2:</p> <ul style="list-style-type: none"> • Read Chapters 1, 2, and 4 of the textbook. • Prepare a 2 page paper answering the following question: In your opinion, is the practice of management more an art or science? A brief oral report on the paper will be presented to class on the first meeting.
	<p>Session 1</p>	<p>A.M. Session (8-NOON) THEME: Course Introduction Topics:</p> <ul style="list-style-type: none"> • Introduction to course

	<ul style="list-style-type: none"> • Research requirements will be reviewed • Review Chapter 1: “Managing” • Discuss Pre-Assignment • Signup for case studies and internet article reports
Session 2	<p>P.M. Session (1-5PM) THEME: Planning & Strategic Management Topics:</p> <ul style="list-style-type: none"> • Review Chapter 2: "The External Environment & Organizational Culture" • Review Chapter 4: " Planning & Strategic Management" • Internet article reports • Case study presentations <p>Assignments for Sessions 3 & 4:</p> <ul style="list-style-type: none"> • Read Chapters 3, 5, 8 & 9 • Prepare case studies/internet article reports as assigned
Session 3	<p>A.M. Session (8-NOON) THEME: Decision Making, Ethics & Social Responsibility Topics:</p> <ul style="list-style-type: none"> • Review Chapter 3: "Managerial Decision Making" • Review Chapter 5: "Ethics and Corporate Responsibility" • Internet article reports • Case study presentations
Session 4	<p>P.M. Session (1-5PM) THEME: Organizational Structure Topics:</p> <ul style="list-style-type: none"> • Chapter 8: "Organization Structure" • Chapter 9: "Organizational Agility" • Internet article reports • Case study presentations: <p>Assignments for Sessions 5 & 6:</p> <ul style="list-style-type: none"> • Read Chapters 10 and 13 • Prepare case studies/internet article reports as assigned • Prepare for Mid-Term Exam (Chapters: 1-5 and 8-9)
Session 5	<p>A.M. Session (8-NOON) THEME: Mid-Term Exam Topics:</p> <ul style="list-style-type: none"> • Mid-Term Exam (Chapters: 1-5, and 8-9) • Internet article reports • Case study presentations

	Session 6	P.M. Session (1-5PM) THEME: Human Resources & Motivation Topics: <ul style="list-style-type: none"> • Review Chapter 10: "Human Resources Management" • Review Chapter 13: "Motivating for Performance" • Internet article reports • Case study presentations Assignments for Sessions 7 & 8: <ul style="list-style-type: none"> • Read Chapters 15, 16 & 18 • Prepare case studies/internet article reports as assigned
	Session 7	A.M. Session (8-NOON) THEME: Communications & Control Topics: <ul style="list-style-type: none"> • Review Chapter 15: "Communicating" • Review Chapter 16: "Managerial Control" • Internet article reports • Case study presentations
	Session 8	P.M. Session (1-5PM) THEME: Change Management Topics: <ul style="list-style-type: none"> • Review Chapter 18: "Creating and Managing Change" • Internet article reports • Case study presentations Assignments for Session 9: <ul style="list-style-type: none"> • Complete Research Paper • Prepare for Final Exam (Chap: 10, 13, 15, 16, and 18)
	Session 9	P.M. Session (1-5PM) THEME: Change Management Topics: <ul style="list-style-type: none"> • Turn in & discuss Research Papers • Final Exam (Chapters: 10, 13, 15, 16, and 18)
Additional Information	None	
Reviewed by: <u> <i>J. Ewing</i> </u> Job Title: <u> Faculty Coordinator </u> Date: <u> 02/06/08 </u>		

Revised 01/31/08