

Business Management 315G: Human Relations
Syllabus, Spring 2009
Mon, Weds, Fri 1:30 – 2:20 am / Guthrie Hall 100

CHECK WebCT – Salsa.nmsu.edu for the most Recent Updates / Corrections
!

Welcome to Business Management and this “Viewing the Wider World Course” in Human Relations. The following syllabus has been designed to acquaint you with the requirements of this course as well as touch on some University and departmental policies. This is an “upper” level class, and our class experience together will be both high tech and high touch. I will expect you to have a certain amount of literacy and to be able to use many and *various* university resources, including WebCT, the syllabus and required texts. If you know you need help or discover you need assistance in any of these areas please see me sooner rather than later. Ask questions, identify **resources**, and use them!

Course Objectives:

- To begin to understand ‘Organizational Behavior’ and research that represents this vital area of Business Management
- Survey various definitions, terms, topics and cultures of Organizational Behavior
- Understand how diversity and issues of “difference” impact all areas of organizational behavior.
- Present ideas appropriately and effectively using different media. You will be working with visual, written and oral (English), as well as computer-mediated communication.
- Establish the importance and RELEVANCE of organizational behavior in your own life.
- Learn to work in Groups/Teams and to further the collective experience of the classroom

Instructor:

Martina H. Myers, BBA, MPA, ABD
College Assistant Professor
mhmyers@nmsu.edu
Tel./text 575 993-4549

Office (301G Guthrie - classroom side of complex) Hours:

Mon 10:30-12:00 am / 1:00-1:30 pm

Weds 2:30 – 3:30 pm

Email, text or call with questions or to make an appointment outside of these office hours.

Textbook:

Check pricing bookstore Used / Online. 10th Edition Brand NEW

Check with me if you get an earlier edition.

* * * Human Relations: Interpersonal Job-Oriented Skills, 10th Ed., Andrew J. DuBrin,
Pearson/Prentice Hall: 20059. ISBN: 978-0-13-501944-3 * * *

Required – I don't care if you own it – I do care that you READ it.

Strongly Recommended – Bolles, R.N. (most recent edition). The 200x What Color is Your Parachute? Berkeley,
CA: Ten Speed Press. ISBN 1-58008-727-2.

Assignments / Exams / Grading:

Requirement – get/use/have a NetID. All electronic communication from me will be through
your **NMSU** email/NetID.

Quizzes / Exams, Individual Quizzes (Best 4 of 5 scores, 1 missed/dropped) → 300 points

Group Quizzes (Best 4 of 5 scores, 1 may be missed/dropped) → 300 points

No make-ups except as described below

WebCT – Introduction (required) / homepage (optional) – on line, 25 points

WebCT – Syllabus Quiz – on line, 25 points

WebCT – 3 online Discussion Assignments – 150 points

PROFESSIONALISM & Group Work: Attendance / Participation / Homework /

Groupwork = 300 points

**(Office Visit – optional, but it is a good idea to check and assure you and me of your
understanding of points on attendance/professionalism)**

Library – Annotated Bibliography → 300 points

Resume → 100 points

TOTAL = 1500 points

Late assignments will always have points deducted and there will be a final cut-off date after
which I will NOT accept an assignment. This information is available on WebCT -- So become
familiar with it early. You can ask me or your classmates questions about the system and
submitting material.

**Class Attendance and Participation - Active Questioning, Expounding, Sharing Examples,
Participating online, will all be used to help determine grade. (< 90% attendance, I will
deduct 10% of your grade). 3 Unexcused Absences are considered excessive.**

Use WebCT. If a student does not have a Net ID, one can be obtained by visiting the account creation page. Use and participation in online learning will be used to determine grade.

Grading:

100-98 % A+	89-86 % B+	79-76 % C+	69-66 % D+	55 ↓ F
97-93 % A	85-83 % B	75-73 % C	65-61 % D	
92-90 % A-	82-80 % B-	72-70 % C-	61-55 % D-	

.5 – I will round up

- ◆ Grades cannot be assigned because a student needs/wants a particular grade. If you desire the A, you will need to fulfill the conditions needed to earn an A.

Class policies:

KEEP COPIES OF ALL YOUR PAPERS WHICH YOU HAND IN. This is YOUR job!
CHECK your posted grades for quizzes etc.--any questions regarding grades should be submitted within 2 weeks of the grade being posted, IN WRITING.
In-class activities are important; if you miss many classes, expect to get a lower grade.
See Attendance Policy for missed quizzes/classes--you MUST make up work to get credit for it!

QUIZZES: There will be 5 multiple-choice/true-false quizzes, each taken individually as well as taken as a team points, for a total of 600 points toward your grade. (See Team Grades for more details, below.) Cheating on an exam will not only result in an F for the exam, but an F for the entire course regardless of other work completed. If you cannot be present on the day of an exam, you must make prior arrangements (before the class date of the test) to take a make-up exam during finals week. Anyone who does not show up for an exam and who did not contact me prior to the exam WILL NOT be permitted to make up the exam, UNLESS it is an “excused” absence (see below). All makeup exams will be given during finals week.

Team Grades: Immediately after the individual quiz, teams will take the quiz as a team. Both scores count equally. Each quiz is worth 75 points, with one score (your lowest quiz score) dropped. Thus 4 of 5 quizzes at 75 points per quiz = 300 points for individual quizzes, and another 300 points for the team quizzes. HOWEVER, you may be DROPPED from your team for lack of professionalism (see below), in which case your individual grades would count for both individual and team quiz grades.

Your **attendance** is important at every class, as a participant, observer and co-creator of the learning experience and academic organization/community. As a courtesy, and in your own best interests, I would appreciate knowing at least one hour in advance that you will not be attending class. ***This is especially true if you are giving a presentation or otherwise have a central role in class on any given day.*** It is your responsibility to check with a classmate or to go online to WebCT to see what you missed and if there are any new assignments or changes in the schedule.



Showing up is no more “optional” than it is at work or in your family. This is NOT a distance education course. You have to figure out how to

organize your life so that you are present for it to happen. A large part of this class is based on interaction, the practical aspects of organizational behavior. We need “You” to help make that happen. I will take attendance at the beginning in order to learn names, but after that you, as a class, you will be responsible for your attendance record. Anything less than 90% attendance will prompt a 10% grade drop.

Professionalism: Professionalism will be determined by classroom and team behavior. Professionalism will include such variables as attendance, participation, teamwork, attitude, etc. Attendance is required and will be taken at every class meeting (more than 3 absences will be considered excessive). You are expected to participate in classroom discussion and group work activities. Excessive ABSENCES (more than 3 un-excused) or TARDINESS, SLEEPING, READING newspapers, failing to participate, WHISPERING in class, and doing ASSIGNMENTS FOR OTHER CLASSES, are just some examples of behaviors that would cause you to lose ALL your professionalism points for that class, or, in the case of excessive absences, for the entire term. Cheating or plagiarism will result in loss of all professionalism points and failure of the course. See Absences Policy below for details regarding absences.

• **Authorized and Excused Absences:**

- **EXCUSED ABSENCE:** For documented severe illness or death in the immediate family.
 - **Authorized absence:** It is university policy that "Students making satisfactory progress in their classes will be excused from classes when they are representing New Mexico State University on a university sponsored event (e.g., ASNMSU President represents NMSU at legislative session, student-athletes competing in NMSU scheduled athletic events or education field trips and conferences). Authorized absences do not relieve the student of class responsibilities. Prior written notice of the authorized absence will be provided to the instructor by the sponsoring department. Absences will require make-up work in lieu of attendance.
 - **Religious reasons:** It is the student's responsibility to review the class schedule attached to this syllabus, and to inform the instructor in writing within the first 2 weeks of the student's entering the class, if the student has a religious reason for requesting to be excused from class. As with all excused absences, the student will be required to make up the work missed, usually by writing a 2-3 page paper as make-up work.
- **Tardiness:** Professionalism points may be deducted for students who arrive late or leave early. Prior notification may mitigate such penalties.

Incompletes ("I" grades): Given for passable work that could not be completed due to circumstances beyond the student's control (e.g., severe illness, death in the immediate family). These circumstances must have developed after the last day to withdraw from the course. Requests for "I" grades should be made to the instructor, but must be approved by the Management Department Head.

Withdrawals: It is the responsibility of the student to know important dates such as University drop dates; last day to withdraw with a W is Monday March 9. Moreover, it is the responsibility of the student to officially withdraw from any class that he or she intends to drop.

Cheating: Cheating will not be tolerated. Punishment for those caught cheating will be an "F" in the course. The person will also be subject to further sanctions as indicated in the student code of conduct.

Plagiarism: This is academic misconduct, and can result in a grade of F for both the assignment and the entire course. It is the student’s responsibility to consult the NMSU web site describing what constitutes plagiarism.

Plagiarism web site: <http://lib.nmsu.edu/plagiarism/>
<http://lib.nmsu.edu/instruction/plagiarismforstudents.htm>

Suspicion of Academic Misconduct: Any suspicion of academic misconduct WILL BE PROSECUTED. Any evidence of misconduct (wandering eyes during an exam, written work unlike the bulk of the student’s written work, etc.) may result in the student being required to repeat the work under suspicion, at the discretion of the instructor.

STUDENTS WITH DISABILITIES:

Disabilities/Employee Relations: Call the Director of Institutional Equity at 505.646.3635 with any questions you may have about NMSU's Non-Discrimination Policy & complaints of discrimination, including sexual harassment. Call the Coordinator of Services for Students with Disabilities at 505.646.6840 regarding student issues related to the Americans with Disabilities Act (ADA) and/or Section 504 of the Rehabilitation Act of 1973. All medical information will be treated confidentially.

Student Responsibilities

1. Within a few days of the start of the semester, register with SSD & obtain forms.
2. Within the first 2 weeks of beginning of classes (or within 1 week of the date services are to commence), deliver the completed forms to the instructor(s).
3. Within 5 days of giving the forms to faculty & at least 1 week before any scheduled exam, retrieve the signed forms from faculty & return them to SSD.
4. Contact the SSD Office if services/accommodations requested are not being provided, not meeting your needs, or additional accommodations are needed.

Faculty Responsibilities

1. Within five 5 working days after student gives you the forms, sign them, retain a copy, & return originals to the student.
2. Contact SSD immediately if there are any questions or disputes regarding accommodation(s), disruptive behavior, etc.
3. Refer the student to SSD for any additional accommodations.

Resources:

Classmates / Instructor / Speaker(s) / Management Department / Campus Library (get to know it) / WebCT / Internet

Web address	Good For
	Syllabus and all Coursework kept on line
http://www.nmsu.edu	Learn how to use the University Site for looking up questions on University policy, finding other resources, AND DOING RESEARCH
	Student Handbook and Policy
	Your own website resource / portal
	General Library Main Page
	Communication Resources
	Instructor’s own website with useful information and some computer tips.
http://www.stylewizard.com/apa/apawiz.html	Helps you create common types of APA citations
http://www.apa.org/journals/faq.html	Has frequently asked questions and helps

you formulate a reference list

Course Outline/Schedule (subject to change / TBD):

Week 1: Competence in Organizations – Critical thinking OR Suspending Judgment

Weds – Jan 14 Lecture / Syllabus / Attendance

Fri – Jan 16, Getting to Know You

Week 2: Interpersonal Skills and Development

READ: Chapt 1 & 2

Mon – Jan 19 *NO CLASS – MLK*

Weds – Jan 21 Lecture: Intro Myers Briggs and Research Project

Fri – Jan 23 in class WebCT intro

DUE: Weds 21 Jan midnight on line Syllabus Quiz

Fri 23 Jan midnight on line Introductions / home pages

Week 3: Building Teams

Mon – Jan 26 Form Teams

Weds – Jan 28 Librarian – Research Project

QUIZ #1a: Individual Fri – Jan 30 on Chapt 1 – 2

Week 4: Teams – Teams & Groupwork

Mon – Feb 2, Lecture / Discussion Teamwork

Weds – Feb 4, Team from Hell Exercise

QUIZ #1b: Team Fri – Jan 30 on Chapt 1 – 2

Week 5: Individual & Group Ethics

READ: Chapt 14

Mon – Feb 9, Lecture / Discussion

Weds – Feb 11, Ethics Exercise

Fri – Feb 13, online Work

DUE: Sun – Feb 15 midnight 1st WebCT Exercise

Week 6: Motivation

READ: Chapt 10

Mon – Feb 16, Lecture / Discussion,

Weds – Feb 18, Ethics Exercise

QUIZ #2: Individual / Team Fri – Feb 20 on Chapt 10, 14

Week 7: Effective Communication

READ: Chapt 4

Mon – Feb 23, Lecture / Discussion

Weds – Feb 25, Communication Exercise (nvc)

Fri – Feb 27, Group online Work

Week 8: Teams

READ: Chapt 5

Mon – Mar 2, Lecture / Discussion

Weds – Mar 4, Team Exercises

QUIZ #3: Individual / Team Fri – Mar 6 on Chapt 4-5

Week 9: Evaluations / Feedback

READ: Chapt 3

Mon – Mar 9, Lecture / Discussion

Weds – Mar 11, Group Work & Feedback

Fri – Mar 13, online work

DUE: Sun – Mar 15 midnight 2nd WebCT Exercise

Week 10: Helping Others - Resumes

READ: Chapt 10

Mon – Mar 16, Lecture / Discussion

Weds – Mar 18, Resume Exercise

Fri – Mar 20, Finalize Resume – post online

DUE: Weds – Mar 18 1:30 pm in-class Resume

Week 11: SPRING BREAK

No Class – Mar 23 - 27

Week 12: Positive Political Skills

READ: Chapt 12

Mon – Mar 30, Lecture / Discussion

Weds – Apr 1, Ex. Networking Skills

QUIZ #4: Individual / Team Fri – Apr 3 on Chapt 3, 10, 12

Week 13: Leaders / Followers & Collaborators

READ: Chapt 9

Mon – Apr 6, Lecture / Discussion

Weds – Apr 8, Exercise

Fri – Apr 10, Film

DUE: Fri – Apr 10 midnight Library Papers

Week 14: Negotiating Conflict

READ: Chapt 8

Mon – Apr 13, Lecture / Discussion

Weds – Apr 15, Exercise

QUIZ #5: Individual / Team Fri – Apr 15 on Chapt 8 - 9

Week 15: Organizational Culture & Intercultural Differences

READ: Chapt 7

Mon – Apr 20, Lecture / Discussion
Weds – Apr 22, Exercise
Fri – Apr 24, on line webinar

Week 16: Adjourment & Career Management Skills

READ: Chapt 16

Mon – Apr 27, Lecture / Film
Weds – Apr 29, Exercise
Fri – 1 May Celebrating Success

DUE: Fri – 1 May final online WebCT

Exam Week – Make-up Quizzes and Final Exam

Final Exam (optional) on Chapt 7 & 16

Library Research Assignment

This class can be applied toward the "Viewing the Wider World" general education requirement. According to University policy, courses in this category "must include an assignment which will require the student to do a detailed literature search involving the use of library facilities." In order to meet this requirement, each member of the class is required to conduct and report on a library search according to the instructions below. All class members must make their choice of topic on or before September 22 and they must write on this topic. The assignment is due on November 10, 2008. A late penalty of 10 points will be assessed for each workday this assignment is late being turned in.

The conduct of your library search will involve several steps and result in the creation of an annotated bibliography on a class-related topic. Completing this assignment will involve several steps. Keep in mind that you can use only resources provided by NMSU, including the electronic databases as well as in-house materials.

- Select a topic from the list provided below (sign up with instructor) or obtain approval from the instructor for an individualized topic. Each student will sign up for one topic and there will be no more than three students per topic. The focus of your library search will be to find information on the topic you choose and use it to create an annotated bibliography.
- Search the library for general materials on the topic you selected. Your bibliography must include exactly six items including at least one item from four of the following five categories:
 - A book (whole, part, chapter), NO TEXTBOOKS,
 - A newspaper or magazine article (e.g., Wall Street Journal, Business Week, Newsweek, NY Times, etc.),
 - A scholarly journal article (e.g., Academy of Management Review, Journal of Management, California Management Review, etc.),
 - A government document or publication of a national or international agency, and
 - A book review.
- There is no limit on the number of references taken from electronic sources such as Proquest or First Search. If you are in doubt, ask at the reference desk at either library. Also include in your bibliography the Internet address for any webpage citation (e.g., <http://business.nmsu.edu/mgt>). You must make sure that the link is active, and that the article or source will appear if I use that link.
- Read & take notes on each item, noting its main points and relevance to organizational behavior/human relations in organizations.
- Prepare the annotated bibliographic citation of each item. Consult the American Psychological Association (APA) style manual for a reference format; you may also read a copy of the Academy of Management Review to see examples of APA format.
 - Write one paragraph summarizing the reading, followed by one or two paragraphs describing and commenting on the content of the reading & how it relates to a topic in this class or the textbook.
 - Identify the topic you are studying in the title page for your annotated bibliography.
 - The bibliographic citations may be single-spaced.
 - The summary and commentary for each item should be single-spaced.

- Try to fit your bibliographic citations, summary and commentary for a single reading on 1 page, meaning that your report should be at least four pages (one for each source).
- At the beginning of each summary, clearly identify which of the categories it fits into (book, journal articles, etc.).
- Different types of items will require different methods of citation. Follow the style manual carefully and be consistent.
- All sources must be published since January 1998.
- Your report must be typed and is not to exceed seven pages in length (including the title page), excluding the next point...
- For each of your literature search items, you must provide evidence that you actually found the item in the NMSU library. In most cases a photocopy of the title page or the first page of an article will be sufficient evidence. These should be neat and attached to the back of your written report, in the same order they were reviewed in the report. For electronic sources, the first page of the printout can be included & must read "Full Text" to be accepted. (These appended pages are in addition to the 7 pages described above.)
- Assemble your report in the following order:
 - Title page
 - Bibliographic citations with summary and comments
 - Photocopied evidence

Do not use plastic report covers. Simply staple your report together at the upper left corner.

The library assignment report is due in class on Nov 10. There is a late penalty for assignments that are not turned in on time (10% per day). The literature search report counts for 100 points. Grades will be based on the content and form of the report (guidelines to be provided). Be careful to follow the instructions carefully, be concise and correct in your writing, and follow your style manual carefully. Ask the instructor about anything that is not clear to you. **PAPERS WRITTEN FOR OTHER COURSES, INCLUDING TERM PAPERS, ARE NOT ACCEPTABLE FOR THIS ASSIGNMENT.** Several copies of very good projects will be made available for you to review.

Please take note of the Academic Misconduct section earlier in the syllabus. Any bogus citations, plagiarized work, or other violations of the academic conduct code will result immediately in a 0 on the assignment, failure of the course, and will be subject to further disciplinary action.

POSSIBLE LIBRARY ASSIGNMENT TOPICS

- Bullying and violence in the Workplace
- Problems in Family Owned Businesses
- Storytelling Skills for Business Leaders
- Employee Ownership-Does It Improve Management and Performance?
- Organizational Politics - Gaining & Using Power in Organizations
- Social Accountability International 8000 - What is it & Does it Really Work?
- Communication in Different Cultures
- Leadership in Different Cultures
- Involving Employees in Decision Making in Organizations
- Intrapreneuring in Organizations
- Group/Team Development - Are There Really Stages?
- Bottom of the Pyramid: Business Approaches to Alleviating Poverty
- Laughter as a Management Tool
- Followership: Path to Success?
- Politeness and Civility at Work
- How to Get Promoted
- Gender / Male-Female Differences in Communication and Teamwork

Your Own Topic Approved by Prof.

- Intrinsic Motivation & Extrinsic Rewards - Do They Go Together?
- Outdoor Adventures for Team Building in Organizations
- Are Semi-Autonomous/Self Managed Teams Really Productive?
- Virtual Teams - Problems & Possibilities
- Online learning in Organizations
- Intranets and Virtual Networks within Organizations
- Network Software such as Facebook, MyPage or Plaxo
- Creative Problem Solving Approaches for Organizations
- Mentoring in Organizations
- Getting that first “real” job for your chosen career
- Punishment in Organizations - Is it Good, Bad or Necessary?
- How Do You Motivate Teams?
- Gossip and the Grapevine in the Internet Age at Work
- Approaches to Cross-Cultural Management
- Managing Diversity in Organizations

Your Own Topic Approved by Prof.

Survey – you may also use this as a basis for your introduction in class or online :
This is completely **voluntary**, you may answer as much or as little as you like. The results for the class, as a whole will be compiled, but I will not release individual information.

1. Name (optional):

2. Demographics – anything you want to share and find appropriate: (Age / race/ethnicity / Gender / Sexual Orientation / Relationship Status = family / Where are you from ?)

3. Year and/or Status at NMSU (Frosh, Soph, Junior, Senior, other)

4. Number of credits you are taking:

5. School or Dept. of Major/Minor:

6. Other Business or related classes you have taken or are taking:

7. Current work or internship:

8. Number of hours you work at paid / unpaid positions:

9. Other organizations / teams / groups you consider yourself to be a member of:

10. Expected Grade in this class:

Any other information, you think I should know (use back of page, if necessary):