

SYLLABUS
BUSINESS 301-THEORY OF ORGANIZATION AND MANAGEMENT
Fall, 2009
Tuesday and Thursday, 10:00am-11:15am, IGT4B2
Bruce A. Mueller
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Hours by Appointment

TEXT: *Organizational Behavior* by Debra Nelson and James Quick, 6th Edition published by Thomson/South-Western. Text is used in class.

COURSE DESCRIPTION: Theory of Organization and Management

This course is an introduction to the theories and practices of organizational management. Students will learn about individual behaviors, group dynamics and their interactions in an organization. Emphasis is focused on: problem solving, communication, management of change, performance management, reward systems, management solutions, motivation, understanding individuals and groups, and conflict resolution.

LEARNING OBJECTIVES:

The successful student will be able to:

Identify and describe individual and group behaviors that can improve individual, team, and organization results.

Identify ways to improve personal and organization communications, both formal and informal.

Understand the impact of different communication styles on interpersonal relations, including oral and written communications.

Understand the impact of employee attitudes, identify attitudes valued by the organizations, and describe ways to change personal attitudes and to assist others to change.

Explain how self-esteem influences human interactions, understand ways to improve self-esteem by identifying the qualities of individuals with high and low esteem, define factors that form the images people project to others.

Differentiate between internal and external motivators, compare basic motivation theories, and identify factors that affect personal value formation.

Understand 1) the importance and characteristics of effective team work, 2) why

individuals resist change, 3) strategies to deal with stress and change, and 4) how to build an effective team and organization.

Identify ways to develop a winning culture; describe a culture that values diversity; define a culture that emphasizes the importance of being a global citizen through understanding of the global economy and respect for national customs; and how to be sensitive to and effectively address and handle cross-cultural issues in teams and the organization.

Understand how to successfully complete a written case analysis and a business solution paper. Also, to learn how to work effectively in a team by completing a group project which includes an oral presentation by each member of the team and a written project research paper.

Understand the framework for dealing with ethical issues in the workplace.

METHODOLOGY:

The course focuses on applying the concepts presented in the text, class, and assignments with real global applications. Homework assignments, case studies, papers, a group project, and two essay tests are utilized and graded to assess the student's achievement of the Learning Objectives.

Homework assignments are specified for each chapter.

Case studies follow the format:

- a. Problem- a topic chosen by the student from the preceding chapters.*
- b. Learning- identifies key learning from the chapters that apply to problem.
- c. Solution- student specifies steps necessary to solve the problem.*

* In the Problem and Solution sections, the student must identify the impact on: People, Legal, Financial, Competition, and Customers.

Papers follow the format:

- a. Problem- a topic chosen by the student from area of interest or experience.*
- b. Scope- size of problem; what is affected.
- c. Alternatives- minimum of four alternatives.
- d. Solution- select the best alternative and provide steps to solve the problem.*

* In the Problem and Solution sections, the student must identify the impact on: People, Legal, Financial, Competition, and Customers.

Group Project follows the format:

Structure: a cross-disciplinary team of 5-6 students.

Topics: each team will choose one of the following topics-

1. Business Ethics
2. Immigration in the U.S. and around the world-impact on business.
3. Integrating a diverse workforce in a company's culture.
4. Leadership- What really works!
5. Optimizing an Organization to perform.
6. Outsourcing- Opportunity or Problem?
7. Conflict Resolution- Winners and Losers.

Methodology:

- a. Project Research Plan: Hypothesis, planned data collection, identify tasks to be performed by each team member, identify research and analysis responsibility of each team member, and project timeline.
- b. Research: research documentation must be thoroughly explained in terms of literature searches, information/facts gathered and sources, surveys conducted, analysis performed and conclusions reached with supporting facts.
- c. Paper format: Topic; Scope; Alternatives; Recommendations.
- d. Presentation: 15 minutes covering: Topic; Hypothesis; Findings; Conclusions; Recommendations.

Note: writing assistance is available to students by contacting Apryl Cox at acox1@iit.edu.

GRADING:

Weighting: Homework-10%; Cases-10%; Papers (2 at 5% each)-10%; Group Project-20%; Tests (2 at 25% each)-50%.

There are no extra credit options. Assignments are due as stated in the schedule. Late assignments result in deduction of one-half of the assignment points/percentage.

A=100-93%; B=92-85%; C=84-75%; D=74-68%; F=67% and below.

COMMUNICATION: Before and after class; phone; appointments; email.

SCHEDULE:

<u>DATE</u>	<u>CHAPTER</u>	<u>ASSIGNMENT DUE</u>
08/25	Introduction	Select Project Teams and Topics
08/27	1	
09/01	2	1:1,6,ED; Case #1
09/03	3	2:1,5,ED
09/08	4	3:4,6,7; Case #2

09/10	4	4:2,3,7,ED
09/15	5	Case #3
09/17	Project Rev.	Project Plan due; hypothesis discussed.
09/22	6	5:3,4,5,7
09/24	7	6:2,3,4,6;
09/29	7	Case #4
10/01	8	7:1,3,6,ED; Paper #1
10/06	9	8:3,4,6; Case #5
10/08	Rev. 1-9	9:2,5,6
10/13	Test: Chapters	1 thru 9
10/15	Project Rev.	Research: 4-10 page of research results
10/20	10	Case #6
10/22	11	10:1,3,6,8
10.27	12	11:3,5; Case #7
10/29	13	12:3,4
11/03	14	13:3,4,5
11/05	14	Case #8
11/10	15	14:2,3
11/12	16	15:ED
11/17	16	Paper #2
11/19	17	16:3,5; Case #9
12/01	18	17:1,7
12/03	Proj Pres	Group Project Presentation; Project Paper due; Review
12/08	Test: Chapters	10-18