

CENTRAL OHIO TECHNICAL COLLEGE
DEPARTMENT OF BUSINESS
BUSINESS MANAGEMENT TECHNOLOGIES
Spring Quarter, 2008
March 24, 2008 to June 8, 2008
SYLLABUS PART I

Course Title: Principles of Management
Course Number: 2021
Credit Information: 4 Credit Hours
4 Contact Hours
Course Prerequisites: None

Instructor: Bonnie Buchanan, Instructor
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Textbook: Lewis, Goodman, Fandt, Michlitsch. (2007). Management: Challenges for Tomorrow's Leaders. (5th edition). Thomson- Southwestern

ITS Resources : Tech Connect
<http://www.newarkcampus.org/Departmental/TechConnectweb/default.htm>

Student Services: <http://cotc.edu/studentlife/>

Library: <http://www.newarkcampus.org/library/>

Course Description: The basic functions of management are planning, organizing, leading, and controlling. The course examines these four functions in considerable detail, and attempts to give the student insight and perspective on management in action. There is an emphasis on current case materials so the student can relate principles to real world management problems. Refer to syllabus II for further details of course goals.

Participation Points:

Class participation is considered very essential to successful performance in this course. Each assignment will be graded based on the participation of each student with the exercise. Note that participation points are NOT automatically awarded to students simple on the basis of their presence in the class. Students will be expected to read all assigned materials and be prepared to participate in discussions related to course material.

Evidence of active participation by a student is defined broadly as:

- *Offering relevant comments and questions that are aligned with the topic at hand.
- *Participation in class activities and discussions.
- *Evidence of clarity, accuracy, precision, relevance, depth, breadth, logic, significance, and ethics will be assessed.

Plagiarism:

All of the work of the student will be in their own words and will not be copied from the work of another. If work is copied it will be handled according to College Policy.

Course Evaluation:

FINAL GRADE will be computed using the following point distribution:

93% to 100% -	A	
90% to 92%-	A-	
87% to 89%-	B+	
83% to 86%-	B	
80% to 82%-	B-	
77% to 79%-	C+	
73 % to 76%	-	C
70% to 72%-	C-	
67% to 69%-	D+	
63% to 66%-	D	
60% to 62%-	D-	
Less than 60%	E	

Withdraw Date:

The last day to drop or withdraw and receive a grade of "W" is located in the College Catalog.

Assignments: The individual assignments will consist of Internet, library, research, or critical thinking.

The group assignments will require each person to participate in the work assigned. They will consist of Internet, library, research and group thinking exercises. Group exercises may request you to bring information back to the classroom, etc. You are required to complete the assignments as a group through emails, face-to-face meetings, phone calls, etc. and answer the questions appropriately.

Assignment Due Dates:

Any late assignments/tests will automatically be penalized 30%. NO assignments or tests will be accepted more than one week late unless there is an emergency situation.

All assignments will be graded based on the following:

40% Relevance	30% content
15% grammar	15% turning the assignment in on time.

Notebooks: Each student will be required to keep a notebook of assignments that will be collected periodically for grades during the quarter and also at the end of the quarter. Notebooks should be kept in an organized fashion and may be graded for neatness, accuracy and relevance to course objectives.

As part of COTC's campus-wide assessment initiatives (quality assurance program), samples of student performance such as test results, projects, papers, etc. may be used. The data gathered will not identify individual students and is not related to the student's grade for the course, but will be used to improve student learning at COTC.

Disability Statement: Any student with a documented disability, which may require special accommodation, should self-identify to the instructor as early as possible in order to receive effective and timely accommodations.

CENTRAL OHIO TECHNICAL COLLEGE
BUSINESS DIVISION
SYLLABUS PART II

Course Number: 2021

Course Title: Principles of Management

Course Description: The basic functions of management are planning, organizing, leading/motivating and controlling. The course examines these four functions in considerable detail, and attempts to give the student insight and perspective on management in action. There is an emphasis on current case material so the student can relate principles to real world management problems.

Credit Hours: 4

Contact Hours: 4 (4 hours lecture, 0 hours lab).

Prerequisite: None.

Course Goals:

- 1.00 Identify and describe the functions of management.
- 2.00 Explain what it is to be a manager and the essential skills of management.
- 3.00 Explain the industrial revolution and the beginnings of the scientific philosophies used to mass produce goods.
- 4.00 Identify the key players in the history of management.
- 5.00 Explain the increasing emphasis on managerial ethics and social responsibility.
- 6.00 Explain the benefits of goal setting along with short and long-range planning.
- 7.00 Explain and discuss the conditions, steps, and methods of decision making.
- 8.00 Identify and discuss the different organizational design models.
- 9.00 Explain the types of power and uses of authority.
- 10.00 Demonstrate and be able to write a job analysis, description, and specifications.
- 11.00 Identify the processes of providing human resources through selection, training, appraisal and compensation.
- 12.00 Identify and explain the different motivation model.
- 13.00 Explain the leadership types.
- 14.00 Demonstrate the different qualitative and quantitative methods used in control of the organization.
- 15.00 Explain how to implement a total quality improvement program.

Student Performance Objectives:

- 1.00 Identify and describe the functions of management.
 - 1.01 Explain what is meant by the management process.
 - 1.02 Understand the duties associated with different levels of management.
 - 1.03 List the roles that a typical top manager performs.
- 2.00 Explain what it is to a manager and the essential skills of management.
 - 2.01 Define the term management.
 - 2.02 Answer the question, "What is a manager?"
 - 2.03 Identify the three essential skills used by all managers.
- 3.00 Explain the industrial revolution and the beginnings of the scientific philosophies used to mass produce goods.
 - 3.01 Describe what is known today as the Industrial Revolution.
 - 3.02 Discuss the milestone most frequently referred to as the beginning of the search for a science of management.
 - 3.03 Explain the significant business events from 1890-1930.
- 4.00 Identify the key players in the history of management.
 - 4.01 Recount Frederick W. Taylor's contributions to the Scientific Management movement.
 - 4.02 Relate Frank B. and Lillian M. Gilbreth's quest for the "one best way".
 - 4.03 Explain why Henri Fayol is known as the "Father of Modern Management".
 - 4.04 Set forth the advantages and disadvantages of Max Weber's bureaucracy.
 - 4.05 Give an account for the nature and contributions of the Hawthorne Studies.
 - 4.06 Demonstrate an understanding of the systems approach to management.
 - 4.07 Characterize the contingency approach to management.
- 5.00 Explain the increasing emphasis on managerial ethics and social responsibility.
 - 5.01 Identify the two sets of forces that determine an enterprise's capacity to act with regard to social issues.
 - 5.02 Explain the difference between proactive and reactive behavior with regard to social issues.
 - 5.03 Explain the nature of managerial ethics.

- 5.04 Cite several criticisms that might be made of the view that a business has responsibilities that extend beyond meeting its legal and economic obligations.
- 5.05 Recount several criticisms that might be made of the view that a business only has economic and legal obligations.
- 5.06 State the Iron Law of Responsibility.
- 5.07 List several social performance guidelines.
- 5.08 Identify the various forces that affect managerial ethics.
- 6.00 Explain the benefits of goal setting along with short- and long-range planning.
 - 6.01 Identify the various forms of standing and single use plans.
 - 6.02 Comment on the need to balance short- and long-range plans.
 - 6.03 Explain how short- and long-range plans are interrelated.
 - 6.04 Answer the question: "How long should a long-range plan be?"
 - 6.05 Demonstrate an understanding of rolling plans.
 - 6.06 List some benefits of goals.
 - 6.07 Name the key result areas in which all enterprises should establish goals.
 - 6.08 Explain the central idea behind MBO.
 - 6.09 Relate the basic assertion underlying goal-setting theory.
 - 6.10 Outline the five basic steps that comprise the MBO process.
 - 6.11 Identify the benefits and problems commonly associated with MBO.
- 7.00 Explain and discuss the conditions, steps, and methods of decision making.
 - 7.01 Distinguish between programmed and non-programmed decisions.
 - 7.02 Specify the three conditions under which managers make decisions.
 - 7.03 Explain the concepts of bounded rationality and satisfying.
 - 7.04 Define what is meant by a heuristic and give three examples.
 - 7.05 List the six steps in rational decision making.
 - 7.06 Identify three sources of information leading to problem recognition.
 - 7.07 Detail the advantages and disadvantages of group decision making.
 - 7.08 Recognize the symptoms of "groupthink" and identify ways it can be prevented.
 - 7.09 Describe brainstorming, nominal grouping and the Delphi technique.

- 7.10 Explain probability analysis, queuing theory, linear programming and simulation.
- 8.00 Identify and discuss the different organizational design models.
 - 8.01 Identify different forms of departmentalization.
 - 8.02 Clarify what is meant by chain of command.
 - 8.03 Define the term unity of command.
 - 8.04 Explain the inverse relationship between span of control and number of management layers.
 - 8.05 List the various factors that influence the appropriateness of a manager's span of control.
 - 8.06 Discuss how technology influences organization design.
- 9.00 Explain the types of power and uses of authority.
 - 9.01 Differentiate between authority and power.
 - 9.02 Describe the classical and acceptance views of authority.
 - 9.03 Explain Barnard's so-called "zone of acceptance".
 - 9.04 Identify five basic types of managerial power.
 - 9.05 Explain the difference between line and staff authority.
 - 9.06 Describe functional authority.
 - 9.07 Explain what is meant by employee empowerment.
 - 9.08 Recognize the importance of parity and authority and responsibility.
 - 9.09 Appreciate why some managers resist delegating authority.
 - 9.10 Understand why some subordinates resist accepting delegation.
- 10.00 Demonstrate and be able to write a job analysis, description, and specifications.
 - 10.01 Specify the most common job-analysis methods.
 - 10.02 Explain what is meant by a job description.
 - 10.03 State the purpose of job specifications.
- 11.00 Identify the processes of providing human resources through selection, training, appraisal, and compensation.
 - 11.01 Describe a replacement chart.
 - 11.02 State the purpose of skills inventory.

- 11.03 Describe various sources from which job applicants can be recruited.
- 11.04 Delineate the basic steps in a typical selection decision.
- 11.05 Understand what is meant by a bona fide occupational qualification.
- 11.06 Distinguish between a structured and an unstructured interview.
- 11.07 Know what is meant by an ability test.
- 11.08 Know what is meant by a work sample test.
- 11.09 List several purposes that effective orientation serves.
- 11.10 Identify several different approaches to training.
- 11.11 Outline the purposes that sound performance appraisal serves.
- 11.12 Identify various performance appraisal techniques.
- 11.13 Recount different sources of rater error.
- 11.14 Present guidelines for preparing and conducting an appraisal interview.
- 11.15 Explain the importance of a well-conceived compensation program.
- 11.16 List means, other than salary, by which employees may be compensated.
- 12.00 Identify and explain the different motivation models.
 - 12.01 Explain various ways motivation plays a role in most enterprises.
 - 12.02 Identify the five categories in Maslow's needs hierarchy theory.
 - 12.03 Differentiate between motivators and hygienes in Herzberg's two-factor theory.
 - 12.04 Describe the concepts of expectancy and valence as used in Vroom's expectancy theory.
 - 12.05 Distinguish between equality and equity as defined in Adam's equity theory.
 - 12.06 Explain the guiding principle behind Skinner's reinforcement theory.

- 13.00 Explain the leadership types.
 - 13.01 Define leadership.
 - 13.02 Describe the trait phase of leadership research, commenting on the “great man” theory.
 - 13.03 Discuss the behavioral phase of leadership research.
 - 13.04 Distinguish between “consideration” and “initiating structure” as identified by the Ohio State Leadership Studies.
 - 13.05 Describe the situational phase of leadership research.
 - 13.06 Describe Fiedler’s contingency theory of leadership.
 - 13.07 Discuss House’s path-goal theory of leadership.
 - 13.08 Describe Vroom and Jago’s normative theory of leadership.
 - 13.09 Describe such emerging perspectives on leadership as charismatic leadership, leader-member exchange theory, and transformational leadership.
 - 13.10 Identify various so-called substitutes for leadership.
- 14.00 Demonstrate the different qualitative and quantitative methods used in control of the organization.
 - 14.01 Explain why control is essential.
 - 14.02 Describe the control process.
 - 14.03 Identify three kinds of standards.
 - 14.04 Detail the three points at which an enterprise’s performance can be monitored.
 - 14.05 Explain what is meant by a cybernetic system.
 - 14.06 List the characteristics of effective controls.
 - 14.07 Recount various methods of control.
 - 14.08 Explain management of exception.
 - 14.09 Describe a Gantt chart.
 - 14.10 Describe PERT.
 - 14.11 Explain the basic types of financial ratios.

- 15.00 Explain how to implement a total quality improvement program.
 - 15.01 Discuss the importance of quality in a global competitive environment.
 - 15.02 Trace the evolution of the quality movement in the United States.
 - 15.03 Compare and contrast traditional control methods with Total Quality Control Methods.
 - 15.04 List and discuss the four costs of quality.
 - 15.05 Discuss the steps necessary to implement a quality improvement program.
 - 15.06 List and discuss the seven basic tools of quality.