Organization & Management MGMT 3110-001

Spring 2018
3 Credit Hours

Hybrid Course: Meets MW 11:30am to 12:25pm /Fridays Online Activities (Only)

Last Updated: 12/27/17

Instructor: Ela Emami, Instructor
Email address: elaemami@memphis.edu
Office: by appointment
Phone/text: 901-240-4762
Available Hours: by appointment

Course Overview
Comprehensive survey of basic management concepts, principles, and function; coverage in planning, organizing, leading, and controlling organizational resources to achieve objectives; overview of decision-making within the context of organizational global environment, strategy, organizational structures, culture, human capital, ethics and corporate social responsibility, and performance.

Required Textbook

OR

Purchase on Cengage website (Please copy and paste link below into your browser, to open): https://shar.es/1Nb8qt

****Note: You MUST purchase a new textbook or eBook in order to receive the Access Card for access to the required MindTap activities. A used or borrowed book will not work.

For this course, required specified MindTap course activities can be accessed through your eCourseware course by clicking on a MindTap link located under the MindTap module.
Recommended Reading


Location of Course Materials

eCourseware: All course content files and tests can be found in eCourseware by logging into this course at eCourseware.
MindTap Login: MindTap Link located in eCourseware under the MindTap module. A list of required MindTap activities with instructions is located in eCourseware under the Assignments module.

Course Information

Course Goals & Objectives: This course provides a comprehensive overview of the principles and functions of management and the challenges that managers face in a dynamic, global business environment. The objective of this course is to provide students with the basic understanding of the role of management including planning, organizing, leading, controlling, and coordinating organizational resources in a technologically advanced and global environment to achieve organizational goals. Additionally, examination of internal and external environmental influences impacting organizations and management will also be addressed. This course will also provide an overview of management problem-solving skills relevant to all organizational environments and various careers. Additionally, this course is of benefit to all majors because working with people and management is applicable to all occupations and organizational environments.

After taking the course, the student will:
1. understand terms and concepts associated with management of people, projects, and organizations;
2. understand the need to apply a variety of skills necessary in today’s world which involves innovative solutions to dynamic, global problems and crisis management;
3. understand the importance of working with diverse cultures, countries, and changing organizations;
4. understand the importance of managers’ decision-making challenges, knowledge management, and the need to efficiently utilize rapidly changing technologies; and
5. gain enhanced skills important in any career, including written communication, oral communication, teamwork, and critical thinking.

Course Recommended Reading: Class participation and discussion is strongly encouraged and adds to everyone’s learning experience. For this reason, students are expected to read current business news from business periodicals such as, Bloomberg Businessweek, The Economist, Forbes, Barron’s, The Wall Street Journal, and other credible business sources.

Course Topics

Innovative Management
Corporate Culture
Managing Change & Innovation
Human Resources Management & Diversity
Managing in a Global Environment
Ethics & Social Responsibility
Planning & Goal Setting
Decision Making
Designing Adaptive Organizations
Quality & Performance

Individual Behavior
Leadership
Motivation
Communication
Leading Teams

Fogelman College: Learning Outcomes for Your Degree

This course is designed to help you to meet the overall learning objectives for the BBA degree offered by the Fogelman College. You should take the time to become familiar with the overall learning objectives as a student in the BBA degree program.

The Fogelman College has established the following learning goals for all students successfully completing the BBA degree:

• Graduates will be effective communicators.
• Graduates will demonstrate critical thinking skills.
• Graduates will be knowledgeable about ethical factors in the business environment.
• Graduates will be knowledgeable about the global business environment.
• Graduates will be proficient users of business presentation and analysis technology.

Additional learning goals for students who successfully complete the BBA in Accounting degree:

• Graduates will demonstrate a satisfactory understanding of financial and managerial accounting concepts.
• Graduates will demonstrate a satisfactory understanding of systems and auditing concepts.
• Graduates will demonstrate a satisfactory understanding of U.S. tax laws and regulations related to financial reporting.

Technology and Software Requirements:

Please use Chrome or FireFox browsers for best experience for eCourseware and MindTap. Note: Internet Explorer must NOT be used at all.

• The minimum hardware requirements for eCourseware compatibility can be found at University Of Memphis Tech Support
• Students MUST have access to high speed Internet that is readily available.
• The software requirements are Microsoft Office Word, Adobe Acrobat Reader, and Microsoft PowerPoint. No other word processing software will be accepted. If you don’t have MS Word, then you can save your documents as a rich text file (rtf).
• Students are strongly encouraged to backup their electronic files using an 8MB or larger USB Flash Drive and a cloud storage website system, such as UMDrive, Dropbox, or Google Drive.

Technical Support eCourseware: For technical difficulties with eCourseware, first use the UMhelpdesk by filling out a form at: University of Memphis Help Desk or calling 901.678.8888.
Technical Support for MindTap

Steps:

1. To check whether your computer meets the requirements for using MindTap, go to MindTap Requirement Checklist: http://ng.cengage.com/static/browsercheck/index.html to make sure that all items listed have a green checkmark.

2. Students must first submit a technical help ticket by clicking on the URL link (www.support.cengage.com) located in eCourseware within the MindTap Module. Students then must also include any screenshot picture attachments so that Cengage Tech Support may expedite the issue. You may also use their Technical Help Hotline at 800.354.9706. Please give some reasonable time for a response.

3. You must go through the first two steps for resolution within a reasonable time. Please notify your instructor should non-resolution of the issue persist.

Guidelines For Communication
Instructor Contact: Please elaemami@memphis.edu email as the primary means for contacting the Instructor. If you wish to speak to the Instructor, please first email to set up a meeting either by phone, Skype, or face-to-face.

The Instructor will make every attempt to respond to email inquiries within 24 hours during the work week. Students will be notified when the Instructor is not available to meet the stated response time through class meeting, email, and in eCourseware news postings.

Email Guidelines:
• Always include a subject line with specific concise topic and “3110-001”
• Remember without facial expressions some comments may be taken the wrong way thus, be careful of your words and tone
• Use standard fonts
• Do not send large attachments without permission
• Special formatting such as centering, audio messages, tables, html, etc. should be avoided
• Use proper and correct grammar, spelling, and sentence format
• Provide your full name in the close of the message!
• Students must use their UM email account

Course Grades

<table>
<thead>
<tr>
<th></th>
<th>Weighted Grades</th>
<th>Able to drop lowest Grade</th>
<th>Total possible points to earn</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tests</td>
<td>45% 5 total tests</td>
<td>1 (100 points ea)</td>
<td>400</td>
</tr>
<tr>
<td>Assignments</td>
<td>20% 13 assignments</td>
<td>1 (30 points ea)</td>
<td>386</td>
</tr>
<tr>
<td>Quizzes</td>
<td>15% 13 Quizzes</td>
<td>1 (10 points ea)</td>
<td>130</td>
</tr>
<tr>
<td>Self-Assessments</td>
<td>15% 14 Self Assessments</td>
<td>1 (1 point ea)</td>
<td>16</td>
</tr>
<tr>
<td>SONA</td>
<td>5% 0</td>
<td>141 points</td>
<td>30</td>
</tr>
<tr>
<td>Totals</td>
<td>100%</td>
<td></td>
<td>962</td>
</tr>
</tbody>
</table>

Grade Scale is traditional: 100-90 = A
89-80 = B
79-70 = C
69-60 = D (I’m sure we won’t need to worry about anything less)
Exam:
• There are 5 Exams ONLY 4 will count towards your grade:
  • Exam 1 Chapters 1, 2, 3, 4
  • Exam 2 Chapters 5, 6, 8
  • Exam 3 Chapters 9, 10, 11
  • Exam 4 Chapters 12, 14, 15
  • Comprehensive Final Exam Chapters 1-15
• The Comprehensive Exam is the make-up test. I would make every effort to take the first 4 as you have a better chance at a higher grade.
• Exams must be taken on the dates assigned. NO PROVISION IS MADE FOR MISSING ANY Test DURING THE TESTING SCHEDULE. Please immediately notify the Instructor well ahead of time if there is an exceptional, personal reason or for a University sanctioned absences.

Final Exam Schedule
The final exam for this class will be scheduled according to the Registrar’s academic calendar website.

Exam-day Conduct: You are on your honor! All exams are to be taken by you, the student, and without any assistance from any other person. Please refer to the University policy on student conduct in regard to cheating. The instructor will adhere to the disciplinary policy regarding student misconduct. See U of M Code of Student Rights and Responsibilities University of Memphis Judicial Affairs PDF).

Self-Assessments, Assignments and Quizzes:
There are no make-up opportunities for these as you have weeks to complete them. They will always be due 2 days before the Exam. For example, if your test for chapters 1-4 is set for Jan 5th–7th your mindtap work will be due on Jan 3rd. However, you have 3 weeks to complete them. Unless your emergency happened for 27 days there really is no excuse to not turn it in. Do not wait until the last minute as technical difficulties will not be an acceptable explanation. Self-Assessments add up to about 16 points extra credit. This will be the ONLY opportunity for you to earn extra credit. They will be open the same dates as the corresponding assignments and quizzes. Note exams are only 45% of your grade. Meaning you can get all 100’s on exams but without completion of assignments you will still have earned less than half credit for the course (That’s an F).

Sona Research Requirement:
As an important part of the Fogelman College of Business and Economics’ research initiative, students in this course are required to participate in a research project that will comprise up to 5% of the students’ course grade. Students are required to register and participate in the FCBE SONA research subject pool and have all semester to complete this requirement.

Students participating in the FCBE SONA research subject pool will be required to participate in a minimum of 5 units of research activity (roughly 30 minutes for each unit of activity) for full credit for this course. Studies conducted using the FCBE Subject Pool will be conducted either in the Customer NeurolInsights Research Lab (C-NRL), which is located in FCBE 366, or online.

Students electing to participate in research must first register through the FCBE research participation SONA website at: https://memphisfcbe.sona-systems.com No later than January
31, 2018 (Wednesday). Students will receive 1 unit towards 5 units required, once registered through SONA website.

Students then must choose the MGMT 3110 course section/faculty member. Please note that students enrolled in Marketing (MKTG) 3010 may also be required to participate in the SONA system for MKTG 3010 required 5 units of research activity. In cases where students are participating in SONA to fulfill more than one course requirement, they will be required to register once for each course and participate in studies separately to fulfill each course requirement. Once registered, students will complete a preliminary screening survey and then will be shown a list of active studies. This list of studies is continuously updated throughout the semester, so please check-in regularly.

Final research participation reports will be sent to faculty at close of business on (Wednesday) April 18th 2018.

Please note that some studies may be limited in terms of the number of respondents who can participate or may require subjects to meet certain criteria (e.g., male or female, have prior work experience). Provided students meet any designated criteria, they will be able to self-select the studies they are interested in as well as available days and times for their participation.

***There tends to be higher demand later in the semester as many students delay their participation, so you are encouraged to start early! The last day for registration for Spring 2018 will be January 31, 2018.

Once studies are taken, please upload into eCourseware dropbox, a screenshot picture of the list of studies completed for this course.

Student participation in their selected studies will be recorded and a record of that activity will be sent to their course instructor. Unexcused student no-shows will also be recorded and sent to the instructor. No-shows prevent other students from meeting their participation requirement. Students with more than three unexcused no-shows may be excluded from future research opportunities at the discretion of the researcher or subject pool administrator.

Course & University Policies

E-MAIL: All students are required to maintain and access their University of Memphis (@memphis.edu) email account. You will receive all official course correspondence at this email account. Any inability to receive incoming mail in a timely fashion (e.g., not regularly checking your email, having a “full mailbox” condition, etc.) is the student’s responsibility.

Student Responsibility (Attendance & Participation): Attendance is expected and will be recorded. Respect for the Instructor and class members is required thus, class disruption either by arriving late or leaving early will NOT be tolerated. Excessively disruptive students will be expelled from the class. See UM Code of Student Rights and Responsibilities University of Memphis Judicial Affairs

Course Absence: NO PROVISION IS MADE FOR MAKING UP ASSIGNMENTS OR QUIZZES except for University-approved reasons (University-sponsored trips, athletic events, or conferences) or for exceptional reasons approved by the Instructor. Those students who have extracurricular arrangements that will conflict with the course MUST make arrangements with the Instructor in advance before due dates of assignments and quizzes. Additionally, personal or work commitment conflicts are not excused absences. Please contact your Instructor immediately should you have unexpected situations arise.
Adding / Dropping

If you have questions about adding or dropping classes, please refer to this page on the Registrar's website.

Academic Integrity

The University of Memphis has clear codes regarding cheating and classroom misconduct. If interested, you may refer to the Student Handbook section on academic misconduct for a discussion of these codes. Note that using a “Solutions Manual” is considered cheating. Should your professor have evidence that using a “Solutions Manual” has occurred, he/she may take steps as described on the campus’ Office of Student Conduct website. If you have any questions about academic integrity or plagiarism, you are strongly encouraged to review the Fogelman College’s Website on Academic Integrity.

Academic Dishonesty/ Honor Code: Students are expected to recognize and uphold standards of intellectual and academic integrity as set forth in the University of Memphis Code of Student Rights and Responsibilities. See: University of Memphis Judicial Affairs. Academic dishonesty of any sort will not be tolerated. Your Instructor will adhere to the University policies related to academic dishonesty. Dishonest acts related to academic work, include but are not limited to; using another student’s work as your own, plagiarizing, obtaining aid on quizzes, taking quizzes for others, having another person take your quizzes, having unauthorized knowledge of quiz content, doing work for another student, falsification, and multiple submissions. If plagiarism occurs, the student, at minimum, may be subject to failure of the assignment and/or course. Further action could be taken, up to and including expulsion from the University. Plagiarism is the “intentional use of someone else’s exact words without quotation marks and appropriate credit or the use of someone else’s unique ideas without acknowledgment,” (Alred, G. et al. (2011). Handbook of Technical Writing. New York, NY: St. Martin’s Press.) See How to avoid plagiarism: Online Integrity

Turnitin Statement: “Your written work may be submitted to Turnitin.com, or a similar electronic detection method, for an evaluation of the originality of your ideas and proper use and attribution of sources. As part of this process, you WILL be required to submit your research work electronically and be given other instructions to follow. By taking this course, you agree that all assignments may undergo this review process and that the assignment may be included as a source document in Turnitin.com’s restricted access database solely for the purpose of detecting plagiarism in such documents. Any assignment not submitted according to the procedures given by the Instructor may be penalized or may not be accepted at all.” (University of Memphis, Office of Legal Counsel, October 17, 2005)

Laptops, electronic tablets, smartphones, and other Internet-ready electronic devices:

The class will regularly participate in team activities and thus, students will benefit from the use of Internet-ready, electronic devices and are encouraged to utilize the devices in the course.

Respectful Class Conduct for Campus Classes: When in-class research activities are not being conducted, students are to maintain proper respect for the Instructor and class members by refraining from surfing the Web, texting, listening to video or music, or participating in other disruptive and non-related class activities on the Internet. Additionally, electronic phone devices should be put in the “silent” mode during class time. Leaving the classroom to accept phone calls is also unacceptable. Moreover, any student found playing games, listening to music, or surfing the Web on the electronic devices will be asked to stop and will be asked to leave the classroom, if the conduct continues. See UM policy: University of Memphis Judicial Affairs.
Student Assistance: Students who have difficulties in the course are encouraged to contact the Instructor early in the semester for discussion. Additionally, the College has an Educational Support Program (ESP) that provides academic counseling. The services are free to students and can be helpful to students who sincerely want to learn and improve their grades. For more information on ESP refer to University of Memphis ESP. The Business Learning Center (located in our classroom building, room 256) also provides tutoring in accounting, statistics, finance, management, and marketing. The phone number is 901.678.3912. Hours are 8:00 a.m. -7:00 p.m., Monday through Thursday. Writing assistance is also available in Patterson, Room 225 only. Contact number is 901.678.3912. Tutoring: General tutoring (University of Memphis Tutoring); Writing (University of Memphis Online Tutoring); Study efficiencies/time management-Mitchell Hall, Room 207.

ADA Statement: The University of Memphis and the Fogelman College of Business and Economics is committed to providing equal opportunity and challenge to all academically qualified students with disabilities and is compliant with Section 504 of the Rehabilitation Act and the Americans with Disabilities Act. To receive disability related accommodations and services, students must first register with the Disability Resources for Students (DRS) Office and provide current and appropriate documentation which identifies the specific nature and extent of a qualifying disability. The DRS website is University of Memphis drs. The phone number is 901.678.2880 and location is at 110 Wilder Tower.

Minor Children: In order to protect minor children (under the age of 18), The University of Memphis has a policy (see University of Memphis Policy UM 1645) that states that no minor child will be allowed on campus in the workplace, in the classroom, or on campus in unsupervised circumstances.

Inclement Weather & Emergencies

In the event that inclement weather requires the cancellation of classes at The University of Memphis, local radio and television media will be immediately notified. Additionally, The University of Memphis has established an Inclement Weather Hotline at 678-0888 as well as Live Safe App (download here: LiveSafe-Police) for emergency alerts messaging service to students, faculty and staff. This optional service is used in the event of an on-campus emergency, an unscheduled university closing, or a delay or cancellation of classes due to, for instance, inclement weather.

The UofM’s new comprehensive personal safety mobile app is LiveSafe and can be downloaded for free. This app allows you to receive instant alerts from Police Services and replaces the Tigertext service, which will end on August 31st, 2017. Additionally, it provides a quick, convenient and discreet way to communicate directly with Police Services. The app will allow members of the campus to send text, pictures, video and audio directly to Police Services in real time. It also allows for a live chat with safety personnel. The app includes the option to share tips and information anonymously. In addition, subscribers can use SafeWalk to invite personal contacts to virtually escort you as you chat.

- Overview
- LiveSafe for iOS: A Step-by-Step Guide
- LiveSafe for Android: A Step-by-Step Guide
# Course Schedule

Tentative Schedule is subject to change (Revised 1/12/18).

<table>
<thead>
<tr>
<th>Week</th>
<th>Dates</th>
<th>Chapter &amp; Topics</th>
<th>Assignments/Due Dates/times by 11:00 p.m. All assignments, quizzes, tests are in MindTap</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>Jan 15 – Jan 21</td>
<td>Course Introduction &lt;br&gt;<strong>Chapter 1</strong>, The World of Innovative Management</td>
<td>• Jan 15th Dr. Martin Luther King jr Day&lt;br&gt;• Order Textbook bundle listed in syllabus&lt;br&gt;• Get Familiar with eCourseware Navigation &amp; MindTap 1/31</td>
</tr>
<tr>
<td>Week 2</td>
<td>Jan 22– Jan 28</td>
<td><strong>Chapter 2</strong>, The Environment and Corporate Culture</td>
<td>• Chapter 1 MindTap Self-Assessment, Quizzes &amp; Assignment 2/8&lt;br&gt;• Chapter 2 MindTap Self-Assessment, Quizzes &amp; Assignment 2/8</td>
</tr>
<tr>
<td>Week 3</td>
<td>Jan 29– Feb 4</td>
<td><strong>Chapter 3</strong>, Managing in a Global Environment</td>
<td>• Chapter 3 MindTap Self-Assessment, Quizzes &amp; Assignment 2/8</td>
</tr>
<tr>
<td>Week 4</td>
<td>Feb 5 - 11</td>
<td><strong>Chapter 4</strong>, Managing Ethics &amp; Social Responsibility Test Review on Feb 7th</td>
<td>• Chapter 4 MindTap Self-Assessment, Quizzes &amp; Assignment 2/8&lt;br&gt;• <strong>Test 1 (Chapters 1-4 in MindTap Open 2/9-2/11)</strong></td>
</tr>
<tr>
<td>Week 5</td>
<td>Feb 12-18</td>
<td><strong>Chapter 5</strong>, Managerial Planning &amp; Goal Setting</td>
<td>• Chapter 5 MindTap Self-Assessment, Quizzes &amp; Assignment 3/1</td>
</tr>
<tr>
<td>Week 6</td>
<td>Feb 19 - 25</td>
<td><strong>Chapter 6</strong>, Managerial Decision Making</td>
<td>• Chapter 6 MindTap Self-Assessment, Quizzes &amp; Assignment 3/1</td>
</tr>
<tr>
<td>Week 7</td>
<td>Feb 26-Mar 4</td>
<td><strong>Chapter 8</strong>, Managing Change and Innovation Test Review March 1st</td>
<td>• Chapter 8 MindTap Self-Assessment, Quizzes &amp; Assignment 3/1&lt;br&gt;• <strong>Test 2 (Chapters 5-8 in MindTap Open Mar 2-4)</strong></td>
</tr>
<tr>
<td>Week 8</td>
<td>Mar 5-11</td>
<td>Spring Break March</td>
<td>• Have fun No Homework</td>
</tr>
<tr>
<td>Week 9</td>
<td>Mar 12-18</td>
<td><strong>Chapter 9</strong>, Managing HR and Diversity</td>
<td>• Chapter 9 MindTap Self-Assessment, Quizzes &amp; Assignment 3/29</td>
</tr>
<tr>
<td>Week 10</td>
<td>Mar 19-25</td>
<td><strong>Chapter 10</strong>, Understanding Individual Behavior</td>
<td>• Chapter 10 MindTap Self-Assessment, Quizzes &amp; Assignment 3/29</td>
</tr>
<tr>
<td>Week 11</td>
<td>Mar 26 – Apr 1</td>
<td><strong>Chapter 11</strong>, Leadership Test Review Mar 28th</td>
<td>• Chapter 11 MindTap Self-Assessment, Quizzes &amp; Assignment 3/29&lt;br&gt;• <strong>Test 3 (Chapters 9-11 in MindTap Open 3/30 – Apr1)</strong></td>
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<tr>
<td>Week 12</td>
<td>Apr 2-8</td>
<td><strong>Chapter 12</strong>, Motivating Employees</td>
<td>• Chapter 12 MindTap Self-Assessment, Quizzes &amp; Assignment 4/18</td>
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<tr>
<td>Week 13</td>
<td>Apr 9-15</td>
<td><strong>Chapter 14</strong>, Leading Teams</td>
<td>• Chapter 14 MindTap Self-Assessment, Quizzes &amp; Assignment 4/18</td>
</tr>
<tr>
<td>Week 14</td>
<td>Apr 16-22</td>
<td><strong>Chapter 15</strong>, Managing Quality and Performance</td>
<td>• Chapter 15 MindTap Self-Assessment, Quizzes &amp; Assignment 4/18&lt;br&gt;• <strong>Test 4 (Chapters 12-15 in MindTap Open 4/20-4/22)</strong></td>
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<tr>
<td>Week 15</td>
<td>Apr 23 - 25</td>
<td>Apr 25th Review for final Apr 26th Study Day</td>
<td>• Optional Final Exam (Chapters 1-15 in MindTap Open 4/26-4/29)</td>
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<tr>
<td>Week 16</td>
<td>Apr 27-May 3</td>
<td>Exam Week</td>
<td>• Optional Final Exam (Chapters 1-15 in MindTap Open 4/26-4/29)</td>
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