

Fall, 2012

SAINT MARTIN'S UNIVERSITY

COURSE SYLLABUS

Business Administration BA340

Human Relations in Management (3)

Rev: (8-2012)

Class Meeting Time: Mon. Wed. Friday @ 1:00-1:50 a.m.
Instructor: Paul Patterson
Office: Room 378, Old Main
Office Hours: MWF 10 to 11:30 a.m.; Tues. Thurs., by appointment
Telephone: Office, 360-438-4373;
Assistant: Keri Olsen; 360-438-4512
Fax: 360-438-4522
Email: ppatterson@stmartin.edu
Text: Human Resource Management, 12th. Ed. or later, Mathis. South-Western Publishing 2006 ISBN:10:0-324-54275-5

Pre-Assignments:

Read MATHIS, Chapter 1

The Course Objective:

Many practitioners believe the term "manager" should be limited to those responsible for managing people. While no single management style can be effectively used by everyone in all situations, there is a body of experience that suggests what is most likely to be successful. It is this body of human relations managerial experience that will be presented, explored and analyzed within our societal framework.

Course Description:

Motivating employees can be problematic as well as very rewarding. In today's highly competitive environment, where a technical business advantage exists, it exists for a very short time. Many companies are outsourcing or off-shoring their labor requirements. Yet, human resources can be the organization's true competitive advantage. Today's competitive environment places human relations skills at a premium. Companies face an increasingly complex challenge in recruiting, training, directing and utilizing people with their "needs, expectations, quirks, legal rights and high potential" (Mathis, page 4). Successful managers are strategic implementers of proven HR practices as surveyed and discussed throughout this course.

Required Texts and Materials:

Mathis, Robert; John H. Jackson. Human Resource Management, 12th or 12th ed. Cincinnati, Ohio, South-Western College Publishing, 2006.

ISBN: 0-324-28959-6 (11th ed) or 13-978-0-324-54275-2 (12th. Ed)

Recommended Supplementary Learning Resources:

I highly recommend various web and Internet sites related to human resource management. For example, sba.gov is a starting point that deals with basic HR management for entrepreneurial business. I also suggest you review the BNA Employment Guide Disk accompanying your text. Other sources include:

Bohlander, Snell, Sherman. Managing Human Resources, Cincinnati, OH, South-Western College Publishing, 2001.

Mondy, Wayne R. Human Resource Management, Upper Saddle River, New Jersey, Prentice Hall Publishing, 2008

Friedman, Thomas L. The World Is Flat, (Amazon.com @ \$18.00) and his latest book, "Hot, Flat and Crowded". This is a very comprehensive global view of the impact of technology, and labor in the 21st century.

Relationship of Course to Program Curriculum:

BA 340, Human Relations in Management is an elective business course in the Bachelor's, Business Administration Program.

Entry Competencies and Requirements:

Students entering this course are expected to:

1. Write at the college level.
2. Have access to and utilize a word processor in preparation of written submissions. **Correct use of grammar is a course requirement.**
3. **Attend all classes.** Your active participation is necessary. Americans are experienced in the market-based economy. Many students have worked for employers and share common and unique experiences in dealing with people in the work environment. Your active participation in class discussions is a requirement. **Please note 60 points are possible for class participation.** You cannot participate if you are absent or late to class!
4. **Actively support and materially participate in student team assignments.** Successful team participation is a significant part of your grade. **You will be given a hand-out regarding both oral and written presentations as well as your rights and obligations as related to team participation.** *Be sure you read and fully understand these hand-outs.*

Learning Outcomes:

During the human relations course, you will study key management concepts that can enhance your ability to perform critical business related thinking and business decision making. Through this course and upon its successful completion, you will be able to:

1. Apply human resource management theory and concepts to solving

managerial business problems.

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2. Analyze in written and oral presentation form, the use, or lack thereof, of human resource management principles related to specific business situations.
3. Understand and identify human resource management opportunities and how human resource management concepts and tools can be applied to achieve organizational objectives.
4. Study how human resource management can motivate individuals and enhance effective communication between people within a business environment.
5. Understand the framework of legal issues surrounding the use and management of human resources in the USA.

Activities To Meet Objectives:

1. Extensive class analysis and discussion of text materials, text book and presented material hand-outs.
2. Team oral presentations of instructor provided case materials.
3. **A written scholarly critical article analysis**, between **four and six typed** double spaced pages in length. NOTE: The critical article analysis is not a report summarizing the article! Do not be creative with the paper format. More on this is personal assignment is provided below.
4. As part of a **class team project**, you will prepare a **written analysis and oral presentation**. Your team will act as a consultant to a company's human resources department. **This written analysis will focus on recommended human relations management action and will be no less than ten typed double spaced pages.**
5. Closed book/notes interim examinations, written papers and final written examination.

Overall Coursework and Grading Scheme:

<u>Criteria:</u>	<u>Possible Points:</u>	<u>Grading:</u>
Written Article Analysis	40	95-100= A 75-80 = C
"Human resource management" Presentation	100	92-94 = A- 72-74 = C-
Class Discussion, Case presentations	60	90-91 = B+ 70-71 = D+
Two interim examinations @ 50 pts. Each	100	85-89 = B 65-69 = D
Final Examination	100	82-84 = B- 62-64 = D- 80-81 = C+ 0 -61 = F
<hr/> Total Possible Points:		400

$\frac{\text{Total Points Earned}}{\text{Total Possible Points}} \times 100 = \underline{\hspace{2cm}}\%$

The percent result will be converted into the final grade you earn according to the above grading chart.

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You are required to:

HAND IN ALL ASSIGNMENTS ON THE DATE DUE:

1. Come to class prepared to participate:

Read assigned chapters and prepare to contribute to the class discussion regarding the subjects presented.

2. Participate in mini case presentations:

"Mini Case" presentations will develop and polish your team presentation skills in preparation for your term presentation. Team "mini" presentations should be limited to 10 minutes. Clearly identify, analyze and present key issues contained in the case as well as your recommended action using course concepts and terminology. Anticipate and be prepared for class questions.

3. Scholarly Critical Field Sales Management Article Analysis:*

The scholarly critical article analysis will familiarize you with library business human relations management sources. The **JSTOR** research engine has numerous scholarly articles that can be viewed and printed in full text. To access JSTOR from Saint Martin's home page, go to the library home page, research tools, business database, and then the JSTOR search engine; note the steps to access JSTOR from the Saint Martin's web site are indicated at the end of this syllabus under reference resources.

Paper Format:

Follow the requirements outlined in the "Oral and Written Presentation Advice" hand-out. Avoid plagiarism by following the process given. Use proper citations as required. Be sure the article source you analyze is "scholarly".

The objective of your paper is not to restate the article. It is to analyze the author's position in terms of credibility and factuality. Address the bulk of your paper to addressing the assignment outline requirements. You are to utilize HR management concepts and terms to support your analysis.

The article you choose is be no older than five (5) years. While following and numbering the below outline, you must quote enough of the article to reinforce and substantiate your analysis, using proper citation procedures.

Please keep your paper length between four and six pages, double space, 12 pt. type, Times New Roman. This is a formal paper requiring the proper MLA format and citations. Do not be creative in paper format.

You need not use the JSTOR research engine, **but the article you select must be of the same scholarly level (substantive) as those shown on this web site.** Please confine your article search to the following HR areas; that is, select one of the below areas and state that area in your analysis.

- | | |
|--|---|
| 1. Ethical, Social, Legal considerations | 5. Training and Development |
| 2. Labor Unions and Collective Bargaining | 6. Recruiting and Staffing |
| 3. Compensation & Severance | 7. Employee Termination |
| 4. Benefits and Non-financial Compensation | 8. Safety and Healthy Working Environment |

- If you ask, "How do I determine what is a scholarly article?" go to:
www.csuchio.edu/lins/handouts/scholarly.pdf
- Your paper will be graded based on the persuasiveness of your support for the position you take. Please structure your critical analysis presentation along the follow outline:

Incorrect grammar or format will result in rejection of your paper. MLA formatting (including use of references and citations) is a requirement. An excellent outline for using MLA format is the Purdue University Online Writing Lab at <http://owl.english.purdue.edu/owl/> or Google Purdue Owl.

To obtain maximum credit, these elements must be addressed in your review. (**Don't restate the article and number the steps when writing your paper**).

<u>Value</u>	<u>Step</u>	
10%	Step 1:	Identify which of the above eight HR areas you have selected. Provide an Article Abstract.
10%	Step 2:	State article relevance to course. How/why is the article relevant?
10%	Step 3:	Is the author's presentation logical? Is the author convincing to you? Why? Is his premise reasonable? Does the author's conclusions logically follow?
25%	Step 4:	What are the article's strengths and weaknesses? Identify the article's major strengths and its major weaknesses.
20%	Step 5:	What's your basis for agreement or disagreement with the author? What do you agree/disagree with and why?
15%	Step 6:	What bibliographical (additional) support does the author offer for his position—or for your position? What supporting documentation is presented for or against the position taken by the author?
10%	Form:	Present your analysis in proper form. Use a word processor and correct grammar, spelling, and punctuation. Multiple grammatical errors will result in paper rejection.

100%

Include:

- * A MLA formatted cover sheet
- * use correct reference/citation methods (avoid plagiarism)
- * Attach a copy of the article

Note: Two style references are:

Furberg, Jon & Richard Hopkins. College Style Sheet. British Columbia: Bendall Books, 1993.

Slade, Carole, Form Style. New Jersey: Houghton Mifflin Company, 2000.

Please feel free to discuss your progress with me at any point. Often the most difficult issue is getting started. By carefully limiting the scope of your work you can address the assignment with the resources (time etc.) you have available. The **grade you earn** is determined by the treatment you give your assignments. It is the result of your analytical content (how well you address the assignment) and the scope of your effort as well.

4. Human Resource Management Department or Human Resource Management Consulting Team Presentation:

As part of your **class team project**, you will assist your team in preparing both a written and oral presentation demonstrating your team's course mastery. Your team will act as a company's human resource department or outside HR consultant. Your team will select a company from the below list.

Based on your research, limit your presentation to a narrow HR management issue that can be identified, summarized, addressed and presented in the limited time your team has (20-25 minute oral presentation).

Do not allocate more than **two** minutes in your oral presentation, or more than **one** page in your written paper regarding company background. The company is not the issue, human resource management is. The oral presentation should highlight the issues and recommended action. The written report should provide the background, reasoning and detail supporting your HR recommendations. Use course terminology and concepts. The presentation and written report must be a **collaborative effort by all team members**. Follow the "Oral and Written Presentation Advice" hand-out regarding written and oral presentation requirements.

Term presentation companies will be assigned by drawing one of the below companies:

1. Hewlett Packard (Termination of Carly Fiorina; glass ceiling)
2. Sunbeam Corporation (employee layoff practices of "Chainsaw" Al Dunlap)
3. Microsoft Corporation (settlement with the IRS regarding contractors)
4. Krispy Kreme (sexual harassment at its Issaquah WA store)
5. General Motors Auto Division (employee layoffs, downsizing and defined benefit plans)
6. Wal-Mart (allegations of wage discrimination & promoting Women)
7. Phillip Morris (termination of Jerry Weygandt-whistleblower)
8. Hooters (Government EEOC action regarding BFOQ hiring no male waiters)
9. Microsoft, false classification of employees as contractors
10. ENRON employee retirement plan disaster

As noted in your syllabus and schedule, a presentation outline is required.

Once a company is assigned, changes become problematic. Confirm team make-up and company assignment by business memo to your instructor.

Assignment Grading Criteria:

Use of human resources concepts	20%
Development of major HR elements with supportive data based on researching your company	35%
Written paper submission: form and grammar	15%
Oral Presentation*	30%

100%

Class members will complete a "Group Presentation Evaluation Form" rating class oral presentations.

In addition, team members will complete a "member Participation Evaluation for team and Group Projects". Read and understand the "student Rights and Responsibilities Course Team Performance Member Contribution Evaluation and Grading" hand-out.

- The written team paper will be **turned in the final day of scheduled class** (not the final examination date). Oral presentation order will be determined by lot drawing.

Please include copies of oral presentation materials in your written submission as well. If you wish this material returned to your team, please bring a self-addressed and stamped envelope the final day of class, **or pick up the graded presentation at my office. If you request mailing, please be sure you have the necessary postage affixed.**

Common Team Mistakes:

- Assigning team members to type various report sections, ending up with different fonts, extensive grammatical errors, and little continuity, forming an unedited mess—a failing grade. Failing to use concepts and business terminology presented during the course—a failing grade.
- **Use proper reference and citations in your written report to avoid plagiarism.**

5. Closed book/notes examinations:

Interim examinations, final examinations and peer team ratings will assist in determination of knowledge transfer. Everyone learns at differing rates. A significant percentage of the course grade occurs in the second part of the course.

Please note:

1. *If you need course adaptations or accommodations because of a disability, if you have medical and/or safety concerns to share with me, or if you need special arrangements in case the building must be evacuated, please make an appointment with me as-soon-as possible.*

2. Both the Learning Center and Writing Center provide tutoring in a wide variety of subjects. These centers offer individual learning consultations, study group assistance and supplementary learning resources. The tutoring schedules are posted outside the door in Old Main, Room 212. To learn more about resources available to you, visit:
www.stmartin.edu/academic/learningcenter/index.htm.

For general meta search	www.yahoo.com ;
For business articles	www.fool.com
Added text materials	www.prenhall.com
For publicly held companies	www.hoovers.com/
For government information	www.sba.gov