COURSE SYLLABUS

Please read the following course syllabus carefully, especially the course dates, times and location. If you have any questions, please do not hesitate to communicate with the IDEAL Program office, your academic advisor, or the instructor.

The IDEAL degree-completion program is designed with the adult learner in mind. Adult learners approach learning with specific goals, want to be able to directly apply new learning to their work and personal lives, and tend to learn best when the coursework is problem-centered so that they are actively engaged in the learning process. In addition, adults bring rich and varied experience to the classroom, which becomes a valuable learning resource for other students.

The IDEAL Program assumes joint responsibility in the learning process. The activities and assignments in the courses build on the shared experience of all learners in each class. This is why each student's preparation, participation and interaction in class activities and discussions are critical to the success of each course. The accelerated format of each course requires a significant amount your time outside the classroom to prepare for and complete the course assignments. This varies between students and courses; however, students typically spend nine-twelve hours per week on course material.

To participate in the IDEAL Program, it is expected that you will do the following:

1. Attend every class session. Be on time.
2. Obtain the required course materials prior to the first class session.
3. Complete the first assignment prior to the first class session and all subsequent assignments to the best of your ability.
4. Participate in the class discussions and demonstrate respect and consideration to the instructor and other students when they express themselves in discussion.

If you cannot perform these four expectations, it is recommended that you drop the course. We look forward to your academic success in each course and the ultimate completion of your degree.

Course No. & Title: MGMT 302 WB8W2, Multicultural Management
Semester and Term: Spring 2014
Day and Dates: Wednesdays, 3/12/2014 – 4/30/2014
Time: 6pm – 9pm
Campus Location: Waterbury

Course Description:
This course introduces students to the basics of organization and management theory, as they apply to the global marketplace. A cross-cultural approach is used to examine the similarities, differences and application of theory across national boundaries; and to identify those structural constants that permit business to be conducted on a global scale. Organization culture, role structure, coordination and control methods, leadership, and business strategy are the basic theoretical constructs introduced and evaluated in the course.
Prerequisite Course: NONE
Course Code: BC, BUS, HS, BUSM, DM-HPR

Instructor & contact information: Michael Patterson
Telephone: 203-528-5661
E-Mail: mpatters@bridgeport.edu

Required Textbook:
Management Fundamentals, Robert N. Lussier, 5th edition. ISBN: 9781111577520

To order textbooks, go to the bookstore website at http://bridgeport.textbooktech.com/
Select IDEAL Campus and login to the bookstore. Select the course and follow instructions.

Learning Outcomes:
Upon completion of this course the student should be able to:

- Evaluate and understand the impact of managing a culturally diverse workforce.
- Complete a needs assessment of international business models and management.
- Prepare a strategic plan for entry into foreign markets.
- Understand and articulate the impact of cultural differences in the workplace.
- Interact and manage people from different cultural backgrounds in a business setting.
- Interconnect the ethical, cultural and strategic imperatives associated with our global economy and apply these to profession management of a business.

First Assignment Prior to the First Class:

- Read Appendix A: A Brief History of Management. Pages 41 - 44 Be prepared to discuss in class.
- Write a 3 to 5 page paper following APA guidelines providing me with an explanation of what your understanding is of management before embarking on taking this course. Include in your paper what management skills do you believe you need to acquire. Submit your paper prior to class using the prior to class assignment link.

Assignments:

March 12th, 2014 The Global Management Environment

- Read Chapters 1 & 2.
- Participate in our weekly discussion threads.
- Read Communication Skills on page 29 and answer questions 1 – 10. Submit using the Communication skills assignment link.
- Complete the Preferred Management Style Assessment on Pages 34 – 36. Then assess what management style you best represent. Write a paper discussing if you were surprised by the assessment outcome and if you differ from your supervisor's management style. Follow APA guidelines when developing your paper and submit your paper using the Preferred Management Style Assessment link.

March 19th, 2014 Planning

- Read Chapters 3 & 4
- Participate in our weekly discussion threads
- Complete the Self-Assessment/Effective Planning (page 126) Submit your answers using the Self-Assessment Planning link and critique your results on a word document.
- Develop an MBO for your education. Submit your MBO using the link titled MBO.

March 26th, 2014 Organizing

- Read Chapters 5, 6, & 7
- Participate in our weekly discussion thread
- Write an essay paper following APA format using at least 3 references to assist you with the development of your paper. The essay paper should discuss the following challenges organizations face today;
- Which stage of the change process is the most difficult to overcome?
- Which of the reasons for resisting change do you believe is most common?
- How can managers overcome resistance to change?
- Submit your assignment using the Assignment 3 link.

April 2nd, 2014 Leading

- Read Chapters 8 & 9
- Participate in our weekly discussion threads
- Study for your Mid-Term Review chapters 1 - 9

April 9th, 2014 Leading Continued

- Read Chapters 10, 11, & 12
- Participate in our weekly discussion threads
- In your group discuss your individual leadership styles and identify the positive attributes and negative attributes. Combine the positive attributes from each of your diverse leadership styles combined with your leadership research and develop a leadership model. Your group will present your leadership model to the class in a Power Point format.
- We will develop the groups in class
- Submit your power point model using the Assignment 5 link.

April 16th, 2014 Controlling

- Read Chapters 13 & 14
- Participate in our weekly discussion threads
- Write an essay paper following APA guidelines discussing do you agree with Deming's statement that U.S. companies need to change to a group approach to compete in a global economy? Draw your arguments from your textbook, from your personal perspective and from additional research using at least 3 references to develop your paper. Submit your paper using the Assignment 6 link.

April 23rd, 2014

- Work on Final Project
- Participate in our weekly discussion threads
- End of Course Test

April 30th, 2014

- Final Project Presentations
- Participate in our weekly discussion threads

Description of Weekly Sessions:

March 12th, 2014

- Introductions
- Review Course Expectations
- Review Discussion Thread Online Component
- Review Announcement Component
- Review Mid-Term, End of Course Test, and Final Project
- Review History of Management
- Review the Functions of Management
- Review Prior to Class First Assignment
- Open Discussion

March 19th, 2014 The Global Management Environment

- Review Chapters 1 & 2
- Review Discussion Thread Performance
- Discuss Management & Entrepreneurship
- Discuss Corporate Ethics
- Review Assignment One
- Review Assignment Two

March 26th, 2014 Planning

- Review Chapters 3 & 4
- Review Assignment Two
- Review Discussion Thread Performance
- Decision Making
- Problem Solving
- Strategic Planning and Action Planning
- MBO
- Review Assignment Three

April 2nd, 2014 Organizing

- Read Chapters 5, 6, & 7
- Time Management
- Delegating Work

- Assessing Organizational Culture
- Managing Change
- Human Resource Management

April 9th, 2014 Leading

- Mid-Term
- Review Chapters 8 & 9
- Organizational Behavior
- Managing Conflict
- Leadership versus Management

April 16th, 2014 Leading Continued

- Read Chapters 10, 11, & 12
- Group Leadership Model Presentations
- Review Mid-Term Performance
- Motivation
- Team Leadership
- Final Project Questions

April 23rd, 2014 Controlling

- End of Course Test
- Review Chapters 13 & 14
- Final Project Questions

April 30th, 2014

- Final Project Presentations

Grading Criteria:

- Assignments 20%
- Discussion Thread Performance 20%
- Mid-Term 20%
- End of Course Test 20%
- Final Project 20%

Letter Grading Scale:

% of Points Earned	Letter Grade
100-94	A
93-90	A-
89-87	B+
86-84	B
83-80	B-
79-77	C+

% of Points Earned	Letter Grade
76-74	C
73-70	C-
69-67	D+
66-64	D
63-60	D-
Below 60	F

ACADEMIC POLICIES

Attendance Policy

Classroom attendance is an integral part of the academic experience; therefore, students are expected to attend all class sessions. If an absence is unavoidable, the student, prior to class, should communicate with the instructor. Arrangements should be made at that time for submission of any missed assignments. It is also expected that students arrive on time and not leave until the class is dismissed. Tardiness will result in a reduced grade for the course. If you cannot attend every class session you should consider dropping the course.

IMPORTANT:

- Missing one class session will drop the final grade by one letter grade (for example if a student earns a grade of "B" in the course, the final grade would be a "C").
- Missing two or more class sessions will be cause for a failing grade.
- Note: For 15-week courses; missing two class sessions will result in a letter grade drop and three or more will cause a failing grade.

Drop Procedures

To drop a course, you must complete and submit a Schedule Change Request Form. The form can be accessed at the IDEAL Course Schedule webpage: http://www.bridgeport.edu/academics/continuinged/ideal-academic-degree-programs-and-certificates/ideal-course-schedule/.

Please print and complete the form and fax the form to the IDEAL Office: 203-576-4537. Prior to dropping a course, the student should contact their IDEAL Academic Advisor to understand the implications to financial aid and/or degree plan progress.

Please review the drop fees and tuition refunds at the Academic Calendar; accessed at the IDEAL Course Schedule webpage (same link above).

Cell Phones

Cell phones must be turned off (or placed on "vibrate") while in the classroom. A cell phone call is disruptive and disrespectful to the other students in the class.

Academic Dishonesty

The IDEAL program prohibits all forms of academic dishonesty. Academic dishonesty is normally defined as, but not limited to, the following two categories:

Cheating – Using inappropriate sources of information in an assignment or on a test. The following are examples of cheating taken from real student experiences:

> Case #1: A student is enrolled in an introductory psychology course. He has co-workers who have taken the same course. As the end of the course approaches, he wonders how he will find the time to get the research paper finished, and asks one of his co-workers for help. His co-worker hands him a research paper that he submitted in a similar course. The student makes minor modifications to the paper, and submits it under his own name.
>
> Case #2: A student enrolled in a humanities course is unsure about how to structure an essay. She is doing research on the World Wide Web, and comes across an essay written by a student from another university. Using her computer mouse, she copies and pastes the essay into her word processor. She goes to great lengths to re-word the paper in her own style, but essentially leaves the content and organization the same.

Plagiarism – Intentional as well as unintentional failure to acknowledge sources as well as the use of commercially available so-called "research papers" without full recognition of the source. Presenting as one's own, the ideas, words, or products of another. The following are examples of plagiarism taken from real student experiences:

> Case #3: A student is conducting research for a Civil War research paper. He has reviewed work on the Internet. Finding helpful information, he has summarized his findings <u>without citing his sources</u>. He believes that minor paraphrasing is all that is necessary.
>
> Case #4: A student is writing a paper that requires her to address specific topics and problems in the assigned course textbook. She takes the information directly from the textbook with slight modification, without giving any citation. She thinks that since it is the course textbook, she doesn't have to use quotations or citations.

Academic dishonesty applies to all courses, assignments or exams completed by students and submitted as their own original work, whether in person or by electronic means. The University does not tolerate cheating in any form. It is a serious breach of conduct with serious consequences. Instructors have the right to determine the appropriate penalty for academic dishonesty in their own courses; generally, however, such acts will result in a failing grade for the assignment and/or the course. The penalty for subsequent acts of academic dishonesty may include expulsion.

More information on how to recognize plagiarism can be found at this site:
<u>http://www.indiana.edu/~istd/plagiarism_test.html</u>

Ethics Statement of Confidentiality
An integral component of an IDEAL course is student and faculty expression of personal experiences for the purpose of facilitating coursework. Students enrolled in the program are expected to honor confidentiality as it pertains to student disclosure. Shared information, comments, or opinions expressed by another student or the faculty member during the course of classroom discussion should never be used in a manner which is intended to humiliate,

embarrass, harass, damage, or otherwise injure other students in their personal, public, or business lives. In addition, confidentiality must be upheld by not disclosing any information that would identify any particular individual.

ACADEMIC RESOURCE CENTER

The Academic Resource Center is available for IDEAL students seeking help in their studies. The Center is staffed by writing professionals and peer tutors. More information can be found at: http://www.bridgeport.edu/pages/2209.asp The Center is located on the 5th Floor of the Wahlstrom Library. Make an appointment or walk-in: Telephone: 203-576-4290. **Online Tutoring** is available at: www.etutoring.org. To use this free service you must have a UBNet account.

Obtaining a UBNet Account

Every registered student should obtain a UBNet Account. The account allows you to access MyUB; the portal for grades, library services, Canvas online learning system. Also, the account allows you access to computers in the Library and computer labs, and provides an email account in which the University sends out information. Go to: http://www.bridgeport.edu/ubnet - Click on "New UBNet Account" and follow the instructions.

The @bridgeport.edu email address is the official email the University uses to send information to you. You can have your bridgeport.edu email forwarded to any other private email account you use. Following the activation of your UBNet account (takes 24 hours), login at: http://www.bridgeport.edu/email and click on "forwards" at the top of the page. Follow the directions to forward email messages to your other account.

Learning Management System (LMS) - Canvas

For all courses that use Canvas, you can access Canvas through the portal by using the myUB link. Faculty post class documents on Canvas e.g. syllabus, power points, discussion questions, case studies, current event articles, papers, reports etc. (save some trees). All students have access, and can download and copy the documents.
Canvas Tutorial For Students: https://bridgeport.instructure.com/courses/985903
For assistance contact the UB Help Desk at 203-576-4606 or email helpdesk@bridgeport.edu
https://bridgeport.instructure.com/courses/829447/

Accessing Your Grades & Schedule Online

The WebAdvisor online information system allows students to search for available classes, check grades, view semester class schedule and verify your personal profile. Grades are generally posted 2-3 weeks following the end of a course. To access WebAdvisor, login in to MyUB and follow the WebAdvisor menu on the right. If you are carrying a financial balance, access to WebAdvisor will be restricted.

Using the Library

Access to the Digital Library is through MyUB. On the MyUB home, in the central column, click on "myEureka Digital Library." Research tools available:

- Search for books held at the library.
- Search the online databases for your academic field; business, counseling, human services, psychology, etc.
- Send questions to the Reference Librarian for assistance in research topics and searching strategy.

Using Computers
Open access computer labs are available at three locations:

- Bridgeport – 1st floor of the Wahlstrom library. Check library hours of operation at: http://www.bridgeport.edu/library.
- Stamford – Room D; Check open hours at: http://www.bridgeport.edu/stamford
- Waterbury – Computer Lab; Check open hours at: http://www.bridgeport.edu/waterbury

Course Cancellations
Any emergency necessitating the canceling of courses will be announced by the University through the Emergency Notification Telephone Line, (203) 576-4159. Please call this number for information on course cancellations. Also, information will be posted under "Latest News" on the UB home page, (www.bridgeport.edu). Canceled classes will be made up either the week following the end of the course or in consultation between the instructor and the students as to day and time availability. Course cancellations are also announced on television and radio stations.

IMPORTANT CONTACT INFORMATION

Office	Telephone	Email
Bridgeport Campus Security	(203) 576-4911	ubsecurity@bridgeport.edu
Bursar	(203) 576-4692	bursar@bridgeport.edu
Cashier	(203) 576-4682	cashier@bridgeport.edu
Financial Aid	(203) 576-4568	sfs@bridgeport.edu
Registrar	(203) 576-4635	registrar@bridgeport.edu
Emergency Notification Phone	(203) 576-4159	
IDEAL Office	(203) 576-4800	idealinfo@bridgeport.edu

CAMPUS CONTACT INFORMATION

Campus	Address	Telephone	Email
Bridgeport	126 Park Avenue Bridgeport, CT 06604	(203) 576-4800	idealinfo@bridgeport.edu
Stamford	5 Riverbend Drive Stamford, CT 06750	(203) 358-0700	ubstamford@bridgeport.edu
Waterbury	84 Progress Lane Waterbury, CT 06705	(203) 573-8501	ubwaterbury@bridgeport.edu

Directions to IDEAL Campus locations	http://www.bridgeport.edu/pages/2260.asp

To fill out your financial aid report to the Federal Government, please go online to www.fafsa.ed.gov. The school code for the University of Bridgeport is 001416.
Federal Student Aid Information: 1-800-433-3243