



## 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 300 ID8W1, Interpersonal and Group Behavior

**Semester and Term:** FALL 2014

**Day and Dates:** Thursdays, 8/28/2014 – 10/16/2014

**Time:** 6pm – 9pm

**Campus Location:** Bridgeport

**Course Description:**

The student is introduced to behavior in organizations on interpersonal, group and intergroup levels. Group process is examined on both conceptual and experiential levels to enhance understanding of interpersonal and group processes, as well as to test and hone individual interpersonal and group participation skill. Theories of Social Psychology and Group Sociology are examined and applied.

Prerequisite Courses: None

Course Code: BC, BE, HR-C

**Instructor & contact information:** Michael Patterson

**Telephone:** 203-528-5661

**Email:** mpatters@bridgeport.edu

**Required Textbook:**

Developing Management Skills, 8th/edition, DA Whetten & KS Cameron (2011), Prentice Hall ISBN 9780133806571

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:

Become knowledgeable about and apply the interpersonal and group skills necessary to become effective managers. Skillful performance in many business settings is documented by studies of the foundations of effective management practices. Students will obtain the personal skills that research has identified as critically important for successful management and leadership. Emphasis is on self-awareness, managing personal stress, solving problems analytically and creatively.

**First Assignment Prior to the First Class: Let's have some fun and a robust learning experience.**

- Read the following chapters; Preface & Introduction
- Complete the exercise on Page 28 "What Does It Take to Be an Effective Manager? Bring your results to class and you will be expected hand in the completed exercise after we review in class.

**Assignments:**

**August 28<sup>th</sup>, 2014 Developing Self-Awareness & Managing Personal Stress**

- Read Chapters 1 & 2.
- Participate in our weekly discussion threads.
- Complete Step 1: Personal Assessment of Management Skills (PAMS) Pages 24 – 28
- Complete the Emotional Intelligence Assessment on Pages 47 – 48.
- Complete the Cognitive Style Indicator on Page 52.

**September 4<sup>th</sup>, 2014 Solving Problems Analytically and Creatively**

- Read Chapter 3.
- Participate in our weekly discussion threads
- Complete Step 1: Problem Solving, Creativity, and Innovation Pages 168 – 169.
- Complete "How Creative Are You?" Pages 169 – 171.
- Complete "Innovative Attitude Scale Assessment " Pages 171 – 172.
- Study for Exam (1) Part I

**September 11<sup>th</sup>, 2014 Building Relationships by Communicating Supportively & Gaining Power and Influence**

- Read Chapters 4 & 5.
- Participate in our weekly discussion thread
- Complete "Communication Styles Assessments" Part 1 & Part 2 Pages 235 – 237.
- Complete Steps 1 & 2 "Gaining Power and Influence" Pages 280 – 281.

**September 18<sup>th</sup>, 2014 Motivating Others & Managing Conflict**

- Read Chapters 6 & 7.
- Participate in our weekly discussion threads

- Complete Steps 1 & 2 “Diagnosing Poor Performance and Enhancing Motivation” Pages 324 – 325.
- Complete “Work Performance Assessment” Page 325.
- Complete Steps 1 & 2 “Managing Interpersonal Conflict” Pages 374 – 375.
- Complete “Strategies For Handling Conflict” Page 375.
- Study for Exam (2) Part II

### **September 25<sup>th</sup>, 2014 Empowering and Delegating & Building Effective Teams and Teamwork**

- Read Chapters 8 & 9.
- Participate in our weekly discussion threads
- Complete Steps 1 & 2 “Effective Empowerment and Delegation” Pages 440 – 441.
- Complete “Personal Empowerment Assessment” Page 441.
- Complete Steps 1 & 2 “Team Development Behaviors” Pages 490 – 491.

### **October 2<sup>nd</sup>, 2014 Leading Positive Change**

- Read Chapter 10.
- Participate in our weekly discussion threads
- Complete Steps 1 & 2 “Leading Positive Change” Pages 534 – 535.
- Complete Sample E-Mail Request For Feedback Pages 535 – 536.
- Study for Exam (3) Part III

### **October 9<sup>th</sup>, 2014 Part IV Specific Communication Skills**

- Read Supplemental A, B, & C.
- Participate in our weekly discussion threads

### **October 16<sup>th</sup>, 2014**

- End of Course

**Description of Weekly Sessions:**  
**August 28<sup>th</sup>, 2014**

- Review Preface & Introduction
- Review Course Expectations
- Review Discussion Thread Online Component
- Review Announcement Component
- Review Assignment Assessment Exercises
- Review Part 1 – Part III Exams
- Open Discussion
- How to have fun during this course.

**September 4<sup>th</sup>, 2014**

- Review Chapters 1 & 2.
- Review Assessment Outcomes
- Review Discussion Thread Performance
- Self-Awareness
- Managing Personal Stress (Strategic Planning/Action Planning – MBO)

**September 11<sup>th</sup>, 2014**

- Review Chapter 3.
- Review Assessment Outcomes
- Review Discussion Thread Performance
- Solving Problems Analytically and Creatively
- Part 1 - Exam

**September 18<sup>th</sup>, 2014**

- Review Chapters 4 & 5
- Review Assessment Outcomes
- Review Discussion Thread Performance
- Review Part 1 Exam
- Building Relationships by Communicating Supportively (Networking)
- Gaining Power and Influence

### September 25<sup>th</sup>, 2014

- Review Chapters 6 & 7
- Review Assessment Outcomes
- Review Discussion Thread Performance
- Exam Part II
- Motivating Others
- Managing Conflict

### October 2<sup>nd</sup>, 2014

- Review Chapters 8 & 9
- Review Assessment Outcomes
- Review Discussion Thread Performance
- Review Exam Part II
- Empowering and Delegating
- Building Effective Teams and Teamwork

### October 9<sup>th</sup>, 2014 Controlling

- Review Chapter 10
- Review Discussion Thread Performance
- Exam Part III

### October 16<sup>th</sup>, 2014

- End of Course Survey
- Review Exam Part III
- Course Review
- Congrats!!!

### Grading Criteria:

- Assignments 25%
- Discussion Thread Performance 25%
- Exams 25%
- Class Participation 25%

## Grading Criteria:

### Letter Grading Scale:

% of Points Earned	Letter Grade	% of Points Earned	Letter Grade
100-94	A	76-74	C
93-90	A-	73-70	C-
89-87	B+	69-67	D+
86-84	B	66-64	D
83-80	B-	63-60	D-
79-77	C+	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 without citing his sources. 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:  
[http://www.indiana.edu/~istd/plagiarism\\_test.html](http://www.indiana.edu/~istd/plagiarism_test.html)

### **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 5<sup>th</sup> Floor of the Wahlstrom Library. Make an appointment or walk-in: Telephone: 203-576-4290. **Online Tutoring** is available at: [www.etutoring.org](http://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.

### **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 – 1<sup>st</sup> 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](http://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

<b>Directions to IDEAL Campus locations</b>	<a href="http://www.bridgeport.edu/pages/2260.asp">http://www.bridgeport.edu/pages/2260.asp</a>
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To fill out your financial aid report to the Federal Government, please go online to [www.fafsa.ed.gov](http://www.fafsa.ed.gov). The school code for the University of Bridgeport is 001416.  
Federal Student Aid Information: 1-800-433-3243