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BMGT 216.01: Psychology of Management & Supervision

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Missoula College

THE UNIVERSITY OF MONTANA

Course Syllabus

BMGT 216-AU15-Becker

Course Number and Title: BGMT 216-S16-Becker- Psychology of Management & Supervision

Semester Credits: 4

Prerequisites: None

Faculty: Anthony Becker

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**Email is the preferred form for communication questions or sharing information.*

Required Textbook : SUPERVISION and LEADERSHIP in a CHANGING WORLD

ISBN_13: 978-0-13-505865-7

ISBN-10: 0-13-505865-1

Course Description: Management theory, research and the practice of management. Topics include leadership styles and techniques, effective communication approaches, time management, decision making, delegation, and the basic functions of supervisory skills.

Course Objectives: This course will provide the students the knowledge and skills required to effectively manage organizations and human resources.

Students Will:

1. Demonstrate their ability to apply the concepts discussed in class.
2. Communicate effectively using written and oral techniques.
3. Participate in experiential learning exercises.
4. Discuss often conflicting messages in business ethics and the need for social responsibility.

5. Understand the need for balancing a concern for output and a concern for the people who perform the work.

Course Outline

- I. Planning & Control
 - a. Exercising control over people and processes
 - b. Managing information and solving problems
- II. Staffing with Human Resources
 - a. Forecasting workforce requirements
 - b. Interviewing job applicants
 - c. Selecting the best prospects
- III. Training and Developing Employees
 - a. Orientation
 - b. Factors in learning
- IV. Appraisal of Employee Performance
 - a. Performance evaluations
 - b. Problem performance
- V. “Unhiring” Employees
- VI. Motivating Employees
 - a. Motivational Theory
 - b. Leadership and motivation
- VII. Employee Safety and health under OSHA
- VIII. Management’s Role in Labor relations
- IX. The Nature of Management
 - a. Defined
 - b. Effective Vs efficient use of resources
- X. Management’s Social and Ethical Responsibilities
 - a. Definition’s and perspectives
 - b. Ethical dimension of Management
- XI. Planning and Decision Making
 - a. Coping with uncertainty
 - b. Essentials of planning
- XII. Decision Making and Creative Problem Solving
 - a. Challenges for decision makers

- b. Making decisions
- c. Programmed Vs non-programmed decisions

XIII. Organizational Cultures

XIV. Group Dynamics and Teamwork

XV. Influence Processes and Leadership

Grading:

Students' final grade will be based upon cumulative quiz/test scores, case studies, special projects and assigned work. Unless special circumstances exist, students will receive no credit for assigned work turned in after the due date. A student may not pass this course if the final exam is not taken on the assigned date. Please refer to your schedule book for final schedules. Quizzes may be given announced or unannounced. Students who are absent from class when a quiz is announced will not be excused from the quiz when it is administered. It remains the students responsibility to obtain information missed if absent.

Make-up quizzes:

Make up quizzes will ONLY be allowed if the student meets the following criteria:

1. The student has a legitimate reason for missing the class when the quiz is administered.
2. The student contacts me PRIOR to the quiz being administered. This may be done by direct face-to-face contact, via telephone/voice mail. You may NOT use another student to communicate your absence.
3. The make-up test must be taken prior to the next class unless extended illness or legitimate reason is indicated.

Grading Scale:

91-100%	A
81-90%	B
71-80%	C
64-70%	D
< 64%	F

Final Exam: The final exam must be taken in order to pass this course. There are no exceptions.

Attendance: Attendance is Mandatory. Course materials are *exclusively* available in class and are not supplemented via Moodle or other audio/visual method. Additionally, much of the course grade is comprised of participation in class via discussion, lab work,

and experiential outcome; therefore, consistent daily attendance is a mandatory component of this course. Electronic recording of the course content or other student participation is not authorized unless provided for by documented accommodation.

Missed Notes/Assignments:

Regular class attendance is mandatory for passing this course. I recognize that urgent matters or illness occurs, and an infrequent absence may be required. If however, a long absence becomes necessary, you will need to see your advisor to make arrangements to drop the course.

It remains the students' responsibility to obtain lecture notes and assignments that are missed. Students who miss group activities that are graded may not receive credit. Many of these activities are based upon group interaction, and make-up is not practical. Missed notes must be obtained through an in class student as I cannot provide students with missed notes or overhead transparencies. Missed handouts may be obtained from me.

Outside Class Work:

Assignments, case studies and special projects will be assigned throughout the semester. These assignments are the sole responsibility of the student and will not be accepted late. Assignments are due at the beginning of next class time unless otherwise stated. All assignments are expected to be typed, and include the student's name and course section number. Outside work makes up a large portion of your grade and should not be ignored.

Incomplete Grades:

An "I" incomplete grade will not be given for not doing well in the course, or dropping after scheduled deadline.

USE OF PERSONAL ELECTRONIC DEVICES:

As a general rule, cell phones are inappropriate during class times. However, to some students, unique circumstances require their use. (I.e. emergencies, health, absolute business necessity). If you absolutely require their use, you must adhere to the following criteria:

1. If they are not required, please turn them off, or on vibrate mode.
2. If receiving a call, leave the room quietly. Do not conduct your conversation in class.
(You are responsible for notes missed)
3. **There will be no use of cell phones or other tablets during the midterm or final exam.** Due to testing standards, you may not leave the room during a quiz or exam and cell phones must be turned off.
4. You may bring an I-pod or other mp3 player to class *only* during the days we are working on projects that do not include lectures.

5. Please be courteous of your classmates. Should this policy create routine distractions, I will ask you to leave the class. (No texting) A positive learning environment will be maintained.

Field/Lab Assignments (If applicable):

In order to facilitate experiential learning, some assignments may require visiting area businesses, conducting observations, or interviewing business leaders. These activities can be an advantage to the businesses as well as and economic hardship should customer traffic or purchasing be affected. Additionally, our reputation, and your education can be adversely affected. Because of these factors, the following guidelines should be followed.

1. Do not visit locations in groups of more than 3. Larger groups create traffic barriers that impact Customer purchasing.
2. Keep noise and distractions to a minimum.
3. Dress appropriately – you represent the best our college offers.
4. Do not create additional work for business personnel. If you remove an item from inventory, Please return it to the appropriate location.
5. Be courteous and thank the business for their time and efforts.
6. Never use inappropriate language.

*It is a privilege for us to learn from these businesses and not take them for granted.

Questions or Concerns:

I encourage you to contact me with any concerns or questions. It is possible that another source may not have accurate or complete information pertaining to a question you may have. You may e-mail me with your questions. I will answer these as soon as possible. You may also make an appointment with me should this be required. I will do everything possible to make this course a positive learning experience.

Academic Misconduct

All students must practice academic honesty. Academic misconduct is subject to an academic penalty by the course instructor and/or a disciplinary sanction by the University.

All students need to be familiar with the [Student Conduct Code](#). The code is available for review online at <http://www.umt.edu/SA/VPSA/index.cfm/page/1321>.