Instructor: Dr. Benjamin L. Blanco  
Class: OCNR 117 TT 2:00 – 3:15  
Office Hours: By Appointment OCNR 376  
E-mail: ben.blanco@tamucc.edu

Required Materials:

Course description: - Interactions of individuals and groups in work environments. Topics include decision making, motivation, leadership, power, conflict, stress, and diversity. Other coverage includes management functions and environmental constraints affecting managerial

COURSE OBJECTIVES:

After completing this course students should be able to:

1) Understand the scope, roles and functions that are essential to management.

2) Describe the historical evolution of management thought and practice.

3) Discuss and apply the major concepts and theories for topics that include, decision-making, motivation, leadership, organizational culture, power, conflict, stress, and diversity.

4) Understand the ethical concerns and social responsibilities of organizations.

5) Describe the stages, processes, and dynamics involved in team/group formation and management.
6) Understand critical internal and external environmental factors and their influences on organizations.

7) Contrast the key approaches to organizational structure and relate them to important organizational considerations, practice and decisions.

PREREQUISITE: Junior standing or above.

Performance Evaluation and Grading:

Student performance will be evaluated based on three equally weighted exams. Letter grades will be awarded based on the percentage earned of total points possible as follows:

A = 90% – 10%
B = 80% – 89%
C = 70% – 79%
D = 60% – 69%
F = 0% – 59%

Grading System:

<table>
<thead>
<tr>
<th>Component</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quizzes</td>
<td>300</td>
</tr>
<tr>
<td>Online Quizzes</td>
<td>165</td>
</tr>
<tr>
<td>Homework/In-class assignments/Articles</td>
<td>85</td>
</tr>
<tr>
<td>Final Project:</td>
<td>100</td>
</tr>
<tr>
<td>Group</td>
<td></td>
</tr>
<tr>
<td>Individual</td>
<td></td>
</tr>
<tr>
<td>Report</td>
<td></td>
</tr>
<tr>
<td>Junior Achievement</td>
<td></td>
</tr>
<tr>
<td>Final Exam</td>
<td>100</td>
</tr>
<tr>
<td>Attendance (50 points) (5/10/15/20)</td>
<td>50</td>
</tr>
<tr>
<td>TOTAL POINTS</td>
<td>800</td>
</tr>
</tbody>
</table>

Make-Up Exams: Make-up exam will be allowed only if the instructor is notified of the excused absence before the exam. Regardless of the excuse, any make-up exam must be taken NO LATER than 1 week after the student returns. Make-up exams and quizzes can ONLY be given when a student presents a verifiable, documented excuse for an absence. Any other reason, including work schedules, will not be accepted. I reserve the right to not let any student make up any exam, quiz, or class work. If an exam is not made-up, then the student will receive a grade of zero for that test or assignment.
• Tentative Schedule:
  
  o **Chapter 1**-The Exceptional Manager: what you do, how you do it.
  o **Chapter 12**-Motivating Employees: Achieving Superior Performance in the Workplace
  o **Chapter 11** Managing individual Differences & Behavior Supervising People as People
  o **Chapter 9**-Human Resources Management: Getting the right people for managerial success.
  o **Chapter 14**-Power Influence & Leadership: From Becoming a Manager to Becoming a Leader.
  
  o **Chapter 2**-Management Theory: Essential; Background for the Successful Manager.
  o **Chapter 3**-The Manager’s Changing Work Environment & Ethical Responsibilities: Doing the right thing.
  o **Chapter 4**- Global Management: Managing Across Borders
  o **Chapter 5**- Planning: The Foundation of Successful Management
  o **Chapter 6**-Strategic Management: How Exceptional Managers Realize a Grand Design
  o **Chapter 7**- Individual & Group Decision Making: How Managers Make Things Happen
  o **Chapter 8**-Organizational, Culture, Structure & Design: Building Block of Organization
  o **Chapter 10**-Organizational Change & Innovation: lifelong challenges of an Exceptional Manager.
  o **Chapter 13** -Groups & Teams: Increasing Cooperation, Reducing Conflict.
  o **Chapter 15**-Interpersonal & Organizational Communication: Mastering the Exchange of information.
  o **Chapter 16**- Control & Quality Control Improvement: Techniques for Enhancing Organizational Effectiveness
**Cellphone Policy:** Instant messaging, text messaging, and telephone, during class is strictly prohibited. Each student has a responsibility to other students. When cell phones ring or students leave class to respond, it disrupts the class. Therefore, the professor prohibits the use by students of cell phones during scheduled classes. All such devices must be turned off, kept out of view, and not be taken out during class. Exceptions to this policy may be granted at the discretion of the instructor. Where emergency or employment situations require access to electronic communication services, arrangements may be made in advance with the instructor. In the event the student is caught using an electronic devise of any nature during class the student will be asked to leave the classroom and will receive a zero for that portion of the coursework. Use of electronic communication devices during examinations or other graded activities may constitute grounds for disciplinary action. Consequences for failing to comply may result in one or more of the following: verbal warning, written warning, a request to leave the class, and/or deduction in points for grades.

**Laptop Policy:** "Appropriate Classroom Laptop and PDA Use...Although having a laptop in class opens up new learning possibilities for students, sometimes students utilize it in ways that are inappropriate. Please refrain from instant messaging, e-mailing, surfing the Internet, playing games, writing papers, doing homework, etc. during class time. Acceptable uses include taking notes, following along with the instructor on PowerPoint, with demonstrations, and other whole class activities, as well as working on assigned in-class activities, projects, and discussions that require laptop use. All other uses are prohibited. It is easy for your laptop to become a distraction to you and to those around you. Inappropriate uses will be noted and may affect your final grade." If you are caught surfing the Internet without permission (or playing games) you will not be allowed to bring the laptop to class for the remainder of the course. As a courtesy to your instructor and your classmates, only use your laptop computer for classroom related activities during class.

**Grade Appeals:** As stated in University Rule 13.02.99.C2, Student Grade Appeals, a student who believes that he or she has not been held to appropriate academic standards as outlined in the class syllabus, equitable evaluation procedures or appropriate grading, may appeal the final grade given in the course. The burden of proof is upon the student to demonstrate the appropriateness of the appeal. A student with a complaint about a grade is encouraged to first discuss the matter with the instructor. For complete details, including the responsibilities of the parties involved in the process and the number of days allowed for completing the steps in the process, see University Rule 13.02.99.C2, Student Grade Appeals and University Procedure 13.02.99.C2.01, Student Grade Appeal Procedures. These documents are accessible through the University Rules Web site at [http://www.tamucc.edu/provost/university_rules/index.html](http://www.tamucc.edu/provost/university_rules/index.html). For assistance and/or guidance in the grade appeal process, students may contact the Office of Student Affairs.
Ethical Perspectives: Ethical issues will be discussed as appropriate throughout the course.

Global Perspectives: Increased globalization of retailers will be discussed as appropriate throughout the course.

Demographic Diversity Perspectives: Diversity will be discussed specifically in connection with market segmentation and human resource issues.

Political, Social, Legal, Regulatory and Environmental Perspectives: Social influences as they impact on retailers will be discussed throughout. Legal, regulatory and environmental issued are discussed in the context of FTC concerns, as well as other regulatory issues.

Attendance Policy: Attendance is mandatory. Students are held responsible for attendance. Instructor may drop student after three (3) absences.

Academic Integrity/Plagiarism: University students are expected to conduct themselves in accordance with the highest standards of academic honesty. Academic misconduct for which a student is subject to penalty includes all forms of cheating, such as illicit possession of examinations or examination materials, falsification, forgery, complicity or plagiarism. (Plagiarism is the presentation of the work of another as one’s own work.)

Dropping a Class: I hope that you never find it necessary to drop this or any other class. However, events can sometimes occur that make dropping a course necessary or wise. Please consult with me before you decide to drop to be sure it is the best thing to do. Should dropping the course be the best course of action, you must initiate the process to drop the course by going to the Student Services Center and filling out a course drop form. Just stopping attendance and participation WILL NOT automatically result in your being dropped from the class. April 10, 2015 is the last day to drop a class with an automatic grade of “W” this term.

Disabilities Accommodations: The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you believe you have a disability requiring an accommodation, please call or visit Disability Services at 361-825-5816 in Driftwood 101.

If you are a returning veteran and are experiencing cognitive and/or physical access issues in the classroom or on campus, please contact the Disability services office for assistance at 361-825-5816.