Management 350: Management and Organizational Behavior  
Fall 2014 Syllabus

Instructor: Professor Tanya Hertz, Department of Management  
E-mail: THertz@mail.sdsu.edu (Subject line should read MGT 350-9)  
Office Phone and Hours: (619) 594-0956; EBA Room 323 TH 1:30-3:45  
Class Time and Room: Thursdays 7-9:40pm in SH-127

Course Information:


Connect: Includes eBook (Connect +), Power Point files, student study center, and on-line interactive materials. Connect is accessible through the course Blackboard site.

BSBA Program Goals:

BSBA students will graduate being:
- Effective communicators  
- Critical thinkers  
- Able to analyze ethical problems  
- Global in their perspective  
- Knowledgeable about the essentials of business

MGT 350 contributes to these goals through its student learning outcomes that provide you with a broad, yet comprehensive, overview of the structure and function of human behavior in organizations. Behavioral influences, which affect performance and productivity at the individual, group, and organizational levels, will be emphasized. The course will provide relevant scientific information as well as applied information to help you succeed as a future manager. After taking this class, you should be able to:

- Explain the influence of personality, attitudes, perceptions, and attributions on organizational behavior  
- Describe the motivational process and apply motivational theories to organizational scenarios  
- Explain group types, group development, group norms, and group decision-making techniques  
- Analyze and apply leadership theories  
- Analyze power bases and influence tactics  
- Identify tactics for handling stress, interpersonal communications, and conflict  
- Describe the characteristics, determinants, and methods of creating and sustaining organizational culture
• Explain the impact that different cultural attitudes and values have on organizational behavior

Academic Honesty Policy:

➢ **If a student is caught talking to another student during an exam or quiz for any reason, he or she will be asked to leave the room and may receive a zero on the activity**, regardless of the reason for talking (this includes asking another student the meaning of a word, or sharing a calculator or dictionary). You may ask the instructor if you have any questions.

➢ Students committing any form of academic dishonesty (including but not limited to cheating on exams or quizzes, helping other students with Connect Assignments, plagiarism, falsifying participation records, and copying the work of others) will receive a grade of zero on the activity at issue and be subject to additional penalties which may include the issuance of an F for the course.

➢ Students that engage in academic dishonesty in any form will be reported immediately to the Student Rights & Responsibilities office of the university.

Course Design:

➢ I incorporate a variety of teaching approaches and methods in this class. These include lecture, class discussion, reading assignments, a written and oral group project, experiential exercises, and videos.

➢ Your questions and participation in class will enhance your learning experience.

➢ Please keep up with the readings and contribute during discussions and activities.

➢ Every student is expected to bring a name card with him/her to every class.

➢ Lecture notes are available through Blackboard.

➢ All student disabilities and religious holidays will be accommodated. If you have a condition (e.g., pregnancy, learning disability, etc.) or holiday that needs accommodation, please see me early in the semester so that we can take the appropriate steps.

➢ Please inform me if any special circumstances arise for you during the semester. That is, if you are having difficulty in class due to extenuating outside circumstances, please talk to me as soon as possible so we can minimize the effects of these circumstances.

Course Conduct:

➢ Disruptive behavior will not be tolerated. If you repeatedly speak to your neighbor during lecture, you may be asked to leave the class and receive an F for that day’s participation.

➢ Please bring your textbook to each class. You should complete all reading assignments prior to the class meeting.

➢ Punctuality is as important in the classroom as in business. You are expected to be on time and stay in class the whole period. Arriving late or leaving early will impact the attendance portion of your grade.

➢ Cell phones should be turned off completely or in vibration mode. I understand there could be a work or home emergency. If such an emergency arises, please quietly leave the classroom and quickly take the call.

➢ Laptops are permitted in class only for the purpose of note taking. Use for other purposes is distracting to students as well as the instructor and will result in a deduction of participation points.
Class Participation:

- Class participation is a key to learning. Students are expected to attend and contribute to the class discussions. Please note that the quality of what you contribute (it can be a thoughtful question, some astute analysis, and/or some other meaningful contribution) will count far more than the quantity of your remarks. More “noise” does not equal higher score.

- Please note that if you are in class but are not actively engaged nor share your ideas, your participation for that class is C. Everyone in the course starts with a C. You receive marks up or down for each class based on the following criteria:
  - You will be marked up a half a letter grade each time you are: present, asking/answering questions, adding quality to the discussion, contributing to the direction of the discussion. You do not disrupt class or talk to neighbors.
  - You will be marked down a half a letter grade each time you display: minimal engagement (not paying attention to the class, reading, sleeping or talking in class). You display disruptive behavior such as talking to neighbors or any talking while lecturer or another classmate or guest lecturer is speaking.

Connect Management/Homework/Quizzes

- McGraw-Hill Connect® is a web-based assignment and assessment platform that gives students the means to better connect with their coursework, with their instructors, and with the important concepts that they will need to know for success now and in the future. I have posted all your homework assignments and quizzes on the Black Board (BB) site for this course.

- Connect access codes are packaged with a new textbook in the bookstore. If you purchase Connect online, you will have the option of purchasing Connect or Connect Plus, which includes an interactive eBook version of the Colquitt textbook for this course.

- You will find an instructional document on how to purchase and register for Connect on BB under course documents entitled Student Registration for McGraw-Hill Connect from Black Board.

Connect Homework Assignments

- Eleven times during the semester, you will need to complete Homework Assignments or Quizzes that you will find on BB located at “Assignments.” Homework assignments have a due date which is listed in the class schedule below. Please complete the homework by the date due at 11:59 pm in order to get credit. When you complete the assignment by the due date on-line, your homework will automatically be scored in BB. Some assignments will allow you multiple attempts, but most you will have only one attempt to answer the questions. I will drop the lowest grade. You must complete the Connect assignments and quizzes on your own, without help of fellow students.
Connect Management Gallery

- Access to additional exercises may be found at this site: http://highered.mcgraw-hill.com/sites/0077524616/student_view0/

- In addition to the power point slides at the site, you will find the Management Asset Gallery that provides Self-Assessment Exercises (in addition to the exercises assigned for homework), Test Your Knowledge Exercises, Management Videos, and the Manager’s Hot Seat. It is a valuable source for supplementing your management knowledge and skills.

Writing Center

- The writing center is located in PSFA 116, open M-F from 9:00 – 5:00, and open to all students on campus. Students can make an appointment or drop-in; the writing center is a terrific asset. Additional information can be found at http://www.writingcenter.sdsu.edu/. There are job opportunities for the Fall 2014 semester for upper-division Business undergraduates and graduate students to serve as tutors. Please make this opportunity known to your students and have them contact the Writing Center directly if they are interested.

Other Information:

Information on Blackboard:

- We will be using Blackboard (http://blackboard.sdsu.edu) – a web-based service, in this course. You will need to access Blackboard to get class announcements, obtain copies of the overheads used in class, etc. You were automatically enrolled on the Blackboard site for this class when you registered for the course. Please read the following details carefully. They explain how to access the Blackboard system.
- All Blackboard accounts are now the same as official SDSU ID and pin numbers. For account information go to the SDSU E-Services Website: Http://www.sdsu.edu/e-services

Logging into Blackboard:

- Go to: http://blackboard.sdsu.edu
- Enter your user name and password (this is your university ID and PIN number), and click the login button
- If you do not know your PIN number, go to the SDSU e-Services website http://www.sdsu.edu/e-Services.
- You will be taken to the My SDSU page. If you do not see any courses listed on the page, click the Reload or Refresh button.
- The My Courses module will appear
- Only courses where the instructor has chosen to use BB will be visible
- BB and MH Connect. McGraw Hill Connect and Blackboard are integrated, and you may access all of the Connect materials from the BB site.
Disability Services:

If you are a student with a disability and believe you will need accommodations for this class, it is your responsibility to contact Student Disability Services at (619) 594-6473. To avoid any delay in the receipt of your accommodations, you should contact Student Disability Services as soon as possible. Please note that accommodations are not retroactive, and that I cannot provide accommodations based upon disability until I have received an accommodation letter from Student Disability Services.

Grading Policy:

There are many elements that contribute to the course grade to allow an opportunity for students to fully demonstrate their mastery of course materials.

- **Attendance and Participation** are a large component of your grade. You are allowed one unexcused absence. All subsequent absences will result in a lower grade. In-class assignments also factor in to your total participation grade.

- **Group Project**: Each of you will participate in a group project. Groups will consist members who will work together (and be assessed by peer evaluation) to prepare a 3-5 page written case study analysis which you will present to the class based on one of the Chapter Case Studies. You will also give a 15-20 minute presentation to the class in which all members of your group must present. Feedback from the peer evaluation can impact your group project score.

- **Connect Homework**: There will be various Connect Assignments due throughout the semester. Some assignments are self-assessments, quizzes, or interactive assignments.

- **Exams**: There will be one midterm exam and one final exam.
  - Students are required to bring a Scantron Form 882-E for each exam.
  - When turning in exams, students must show their Red ID to verify their identity.
  - If a student needs a dictionary or translator, please show it to me prior to the beginning of the exam. **You may not share dictionaries or translators.**
  - Scantrons will not be returned to students. If a student wishes to review his or her individual Scantron, they must do so by attending office hours within two weeks.
GRADE DISTRIBUTION:

Class Participation/Attendance/In-Class 10%
Case Study (Group Paper & Presentation) 15%
Connect Homework 15%
Mid-term Exam 30%
Final Exam 30%
Total 100%

Grades Conversion (Percentiles vs. Letter Grade vs. Grade Point)

<table>
<thead>
<tr>
<th>Score</th>
<th>Grade</th>
<th>Grade Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>93-100%</td>
<td>A</td>
<td>4.0</td>
</tr>
<tr>
<td>90-92%</td>
<td>A-</td>
<td>3.7</td>
</tr>
<tr>
<td>88-89%</td>
<td>B+</td>
<td>3.3</td>
</tr>
<tr>
<td>83-87%</td>
<td>B</td>
<td>3.0</td>
</tr>
<tr>
<td>80-82%</td>
<td>B-</td>
<td>2.7</td>
</tr>
<tr>
<td>78-79%</td>
<td>C+</td>
<td>2.3</td>
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<table>
<thead>
<tr>
<th>Score</th>
<th>Grade</th>
<th>Grade Points</th>
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</thead>
<tbody>
<tr>
<td>73-77%</td>
<td>C</td>
<td>2.0</td>
</tr>
<tr>
<td>70-72%</td>
<td>C-</td>
<td>1.7</td>
</tr>
<tr>
<td>68-69%</td>
<td>D+</td>
<td>1.3</td>
</tr>
<tr>
<td>63-67%</td>
<td>D</td>
<td>1.0</td>
</tr>
<tr>
<td>60-62%</td>
<td>D-</td>
<td>0.7</td>
</tr>
<tr>
<td>Below 60%</td>
<td>F</td>
<td>0.0</td>
</tr>
</tbody>
</table>

I do not “round” numbers up. For example, to earn an A-, your overall grade must be between 90% and 92.99%. 89.99% earns a B+.
A detailed class outline is showed here, indicating the topic, assignment and key activities for each class date. Please refer to this schedule often, as I will not always remind you of upcoming assignments.

<table>
<thead>
<tr>
<th>Wk</th>
<th>Dates</th>
<th>Topic</th>
<th>Assignment</th>
<th>Key Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Aug 28</td>
<td>Course overview and introducing yourself</td>
<td></td>
<td>Get to know your class, classmates and the teacher</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Corban Quigg, McGraw Hill to discuss</td>
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<td></td>
<td></td>
<td></td>
<td>Connect and purchasing options</td>
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<tr>
<td>2</td>
<td>Sept 4</td>
<td>Chapter 1; What is Organizational Behavior?</td>
<td>“About Me” Cards due (Instructions in Blackboard)</td>
<td>Group Formation</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>Presentation Pointers</td>
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<tr>
<td>3</td>
<td>Sept 11</td>
<td>Chapter 2; Job Performance</td>
<td>Connect Assignment Ch 1 Due 9/11</td>
<td>General Motors: pages 31 &amp; 53</td>
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<tr>
<td>4</td>
<td>Sept 18</td>
<td>Chapter 3; Organizational Commitment</td>
<td>Connect Assignment Ch 2 Due 9/18</td>
<td>Costco: pages 63 &amp; 84</td>
</tr>
<tr>
<td>5</td>
<td>Sept 25</td>
<td>Chapter 4; Job Satisfaction</td>
<td>Connect Assignment Ch 3 Due 9/25</td>
<td>Mars: pages 97 &amp; 122</td>
</tr>
<tr>
<td>6</td>
<td>Oct 2</td>
<td>Chapter 5; Stress</td>
<td>Connect Assignment Ch 4 Due 10/2</td>
<td>Best Buy: pages 132 &amp; 155</td>
</tr>
<tr>
<td>7</td>
<td>Oct 9</td>
<td>Chapter 7; Trust, Justice and Ethics</td>
<td>Connect Assignment Ch 5 Due 10/9</td>
<td>Apple: pages 204 &amp; 230</td>
</tr>
<tr>
<td>8</td>
<td>Oct 16</td>
<td>Midterm</td>
<td>Connect Assignment Ch 7 Due 10/16</td>
<td>Midterm (Ch1-5,&amp;7)</td>
</tr>
<tr>
<td>9</td>
<td>Oct 23</td>
<td>Chapter 8; Learning and Decision Making</td>
<td></td>
<td>Verizon Wireless: pages 243 &amp; 266</td>
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<tr>
<td>10</td>
<td>Oct 30</td>
<td>Chapter 9; Personality and Cultural Values</td>
<td>Connect Assignment Ch 8 Due 10/30</td>
<td>Teach for America: pages 277 &amp; 304</td>
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<tr>
<td>11</td>
<td>Nov 6</td>
<td>Chapter 10; Ability</td>
<td>Connect Assignment Ch 9 Due 11/6</td>
<td>IDEO: pages 320 &amp; 342</td>
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<tr>
<td>12</td>
<td>Nov 13</td>
<td>Chapter 11; Teams; Characteristics and Diversity</td>
<td>Connect Assignment Ch 10 Due 11/13</td>
<td>Ford: pages 353 &amp; 377</td>
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<tr>
<td>13</td>
<td>Nov 20</td>
<td>Chapter 13; Leadership, Power and Negotiation</td>
<td>Connect Assignment Ch 11 Due 11/20</td>
<td>Xerox: pages 429 &amp; 452</td>
</tr>
<tr>
<td>14</td>
<td>Nov 27</td>
<td>No Class</td>
<td></td>
<td>Happy Thanksgiving!</td>
</tr>
<tr>
<td>15</td>
<td>Dec 4</td>
<td>Chapter 14; Leadership: Styles and Behavior</td>
<td>Connect Assignment Ch 13 Due 12/4</td>
<td>Chobani: pages 462 &amp; 488</td>
</tr>
<tr>
<td>16</td>
<td>Dec 11</td>
<td>Final Time: 4:00-6:00 pm</td>
<td></td>
<td>Final (Ch8—11 &amp; 13, 14)</td>
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