**COURSE NUMBER:** MANA 5300.040.041.042  
**COURSE TITLE:** Management Concepts and Processes  
**INSTRUCTOR:** Dr. Marilyn Young  
Office: BUS 113  
Email: myoung@uttyler.edu  
Sent to myoung323@suddenlink.net  
Web page: http://www.uttyler.edu/myoung/  
Phone: (903) 566-7437, FAX (903) 566-7372  

**REQUIRED TEXT:**  
2. Slides and course materials  
3. Website: http://wps.prenhall.com/bp_robbins_ob_14  

**COURSE DESCRIPTION:** A study of the management process, behavioral and structural properties of organizations, and environmental influences surrounding organizations. Students with six undergraduate hours of management may not receive credit for this course.  
**PREREQUISITE:** None  

**COURSE OBJECTIVES**  
**1. KNOWLEDGE OBJECTIVES OF THIS COURSE INCLUDE**  
- Understand the purpose of studying organizational behavior.  
- Understand external factors which affect management of behavior.  
- Understand the history of management thought.  
- Understand the nature and changes of demographic diversity in the workplace.  
- Understand motivation theory.  
- Demonstrate knowledge of leadership theory.  
- Understand methods managers use to improve interpersonal communication.  
- Apply social sciences to the study of management.  
- Understand the role of groups and teams in management.  
- Apply management theories in solving business problems.  
- Apply critical thinking to solving management problems.  
- Discover and evaluate current management theories and practices.  
- Understand the nature of ethics in management.  
- Understand organizational culture.  
- Understand types of structures in designing an organization.  
- Improve interpersonal skills.  
- Understand global issues in organization.  
- Be familiar with the functions of management.  
- Develop managerial problem solving skills.  
- Improve oral and written communication skills  

**2. COMPETENCIES TO BE DEMONSTRATED IN THIS COURSE INCLUDE:**  
1. MANAGEMENT BASED SKILLS.  
   A. Social sciences, such as psychology and sociology, to the study of management.  
2. COMMUNICATION SKILLS: describe for each of the parts how this is demonstrated  
   A. WRITTEN  
      a. Book summary and projects  
   B. ORAL  
      a. Classroom participation.
3. INTERPERSONAL SKILLS:
   A. Team-Based Abilities – Intra-Group & Inter-Group Cooperation
   B. Leadership -Exercise, tape, and reading
   C. Conflict Resolution--Exercise, tape, and reading
4. PROBLEM SOLVING/CRITICAL THINKING
   A. Case studies where students identify problems and seek solution.
5. ETHICAL ISSUES IN DECISION MAKING AND BEHAVIOR
   A. Case Studies
   B. Tape
6. PERSONAL ACCOUNTABILITY FOR ACHIEVEMENT:

Participation: You are expected to come to class and give meaningful comments and participation. You should read the chapter ahead of time in order to give proper participation.

Exams should be taken when assigned. If you have an illness, emergency, business trip, or other legitimate excuse, a makeup exam may be given. Being unprepared or having to work is not an excuse. If you miss a tape, please go to the Library at the Circulation Desk at UT Library with the title of tape. You may check out the tape or watch it there. Some tapes belong to me which may be borrowed and watched in an empty classroom.

Papers will be accepted if placed under my door, BUS 113, by 11 p.m. on the due date. One point will be deducted for each day thereafter. Email or fax should only be used in very special circumstances. If you are not in class on the date due, submit assignments in advance and place under my door. Any late assignments or those returned when one has missed the class will be kept in my office.

Absenteeism Policy. Students are expected to attend class each time in order to obtain necessary material. A sign-up sheet will be given each day. If your final grade is on the borderline, your attendance will be used.

3. OUTCOMES FOR STUDENTS TO SUCCESSFULLY COMPLETE THIS COURSE INCLUDE:
   Students will be able to:
   1. Explain organizational behavior concepts: motivation, leadership, interpersonal communication, functions of management, and team building.
   2. Demonstrate knowledge of ethics, global influence, problem solving, changing workforce diversity to improve organizational effectiveness.
   3. Improve the following: oral and written communication, current practices, critical thinking, and problem solving.

CLASS MEETING: M (6:00-8:40)

TEACHING METHOD: Class lecture, discussion, case studies, exercises, and tapes.

OFFICE AND TELEPHONE INFORMATION:

WEB SITE: http://www.uttyler.edu/myoung/

OFFICE: Business 113

OFFICE PHONE: (903) 566-7437

FAX: (903) 566-7372

EMAIL: UT Tyler: myoung@uttyler.edu (will be transferred to home to myoung323@suddenlink..net)

OFFICE HOURS: Monday 3:00-6:00
               MWF 10:30-11:00, 12:00-1:00, 2:00-2:30

EVALUATION: Grades are accessible through my web site. You will be given a password (last 5 numbers of student ID) Your name should match my role.
### COURSE EVALUATION AND ASSIGNMENT DUE DATES:

#### Course materials

All assignments should be single spaced with double space between paragraphs, 1" margins, full justification, and 12 pt. Times Roman font.

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<thead>
<tr>
<th></th>
<th>Points</th>
<th>Due Date</th>
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<tr>
<td>Two exams and one final exam multiple choice (100 pts. each)</td>
<td>300</td>
<td></td>
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<tr>
<td>Myers Briggs Temperament--Take test on site below. Then type one page summary. <strong><a href="http://www.humanmetrics.com/cgi-win/JTypes2.asp">http://www.humanmetrics.com/cgi-win/JTypes2.asp</a></strong></td>
<td>10</td>
<td>Sept. 20</td>
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<tr>
<td>Management book (short summary of major points in the book).</td>
<td>10</td>
<td>Nov. 1</td>
</tr>
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<td>Movie with 3 Organizational Behavior concept <strong><a href="http://www.uttyler.edu/myoung/documents/example_movie.htm">http://www.uttyler.edu/myoung/documents/example_movie.htm</a></strong></td>
<td>10</td>
<td>Nov. 22</td>
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<td>Total</td>
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<th>Percent of Total (330)</th>
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<td>297 - 330</td>
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<td>B (80%)</td>
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<td>231 - 263</td>
<td>C (70%)</td>
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<td>198 - 230</td>
<td>D (60%)</td>
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<td>&lt; 197</td>
<td>F (&lt;60%)</td>
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# Tentative Schedule of Events

<table>
<thead>
<tr>
<th>Monday</th>
<th>Topics</th>
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| Aug. 30      | Organization of Class  
History  
Chapter 1: What Is Organizational Behavior |
| Sept. 6      | Labor Day—No Classes                                                  |
| Sept. 13     | Chapter 2: Diversity in Organizations  
Chapter 3: Attitudes and Job Satisfaction |
| Sept. 20     | Chapter 5: Personality and Values  
**Due: Myers Briggs summary** |
| Sept. 27     | Chapter 6: Perception and Individual Decision Making                  |
| Oct. 4       | Chapter 7: Motivation Concepts  
Review |
| Oct. 11      | **Exam (Chapters 1, 2, 3, 5, 6, 7)**  
Chapter 8: Motivation: From Concept to Applications |
| Oct. 18      | Chapter 9: Foundations of Group Behavior  
Chapter 10: Understanding Work Teams |
| Oct. 25      | Chapter 11: Communication                                             |
| Nov. 1       | Chapter 12: Leadership  
**Book Summary Due** |
| Nov. 8       | Chapter 13: Power and Politics  
Review for 2nd Exam |
| Nov. 15      | **Exam (Chapters 7, 9, 10, 11, 12, & 13)**  
Chapter 4: Emotions and Moods |
| Nov. 22      | Chapter 14: Conflict and Negotiation  
Chapter 15: Foundations of Organization Structure  
**Movie Summary due** |
| Nov. 29      | Chapter 17: Organizational Culture                                   |
| Dec. 6       | Chapter 18: Organizational Change and Stress Management and Time Management  
**Review for Final** |
| Dec. 13      | **6:00-8:00**  
Final will be the following:  
25 questions from Exam 1) + 25 from Exam 2) +  
50 from Chapters 14, 15, 17 & 18 plus tapes |
TAPES IN CLASS

- Attitude Virus
- Abilene Paradox (Group Effectiveness)
- Dealing with Conflict
- Encouraging the Heart (Leadership)
- Dealing with Conflict
- Emotional Intelligence
- Even Eagles Need a Push
- Ethics for Everyone
- Fairer Sex--Gender Discrimination*
- Five Questions a Leader Must Ask
- FISH/Fish Sticks
- Flight of the Buffalo
- Fun is Good
- Generations: MEET for Respect
- Groupthink
- He Says/She Says--Communication*
- In Search of Excellence
- It's So Simple—Southwest Airlines
- Leadership Challenge
- Leaders of Character: West Point
- Managing Diversity
- Max and Max
- Non Verbal Communication
- One Minute Manager
- On the Line (Japanese management)*
- Power of Listening
- Positive Disciplining
- Productivity and Self-Fulfilling Prophecy
- Resolving Conflicts
- Self-Managing Teams*
- Starbucks Coffee*
- Take Charge of Change
- Time Management
- Whale Done
- Working with You is Killing Me
- Communication and Women
- Would I Inspire Me

COLLEGE OF BUSINESS AND TECHNOLOGY STATEMENT OF ETHICS:

The ethical problems facing local, national and global business communities are an ever-increasing challenge. It is essential the College of Business and Technology help students prepare for lives of personal integrity, responsible citizenship, and public service. In order to accomplish these goals, both students and faculty of the College of Business and Technology at The University of Texas at Tyler will:

- Ensure honesty in all behavior, never cheating or knowingly giving false information.
- Create an atmosphere of mutual respect for all students and faculty regardless of race, creed, gender, age or religion.
- Develop an environment conducive to learning.
- Encourage and support student organizations and activities.
- Protect property and personal information from theft, damage and misuse.
- Conduct yourself in a professional manner both on and off campus.

Core Values

- Professional Proficiency
- Technological Competence
- Global Awareness
- Social Responsibility
- Ethical Courage
ACADEMIC DISHONESTY STATEMENT: The faculty expects from its students a high level of responsibility and academic honesty. Because the value of an academic degree depends upon the absolute integrity of the work done by the student for that degree, it is imperative that a student demonstrates a high standard of individual honor in his or her scholastic work. Scholastic dishonesty includes, but is not limited to, statements, acts or omissions related to applications for enrollment of the award of a degree, and/or the submission, as one’s own work of material that is not one’s own. As a general rule, scholastic dishonesty involves one of the following acts: cheating, plagiarism, collusion and/or falsifying academic records. Students suspected of academic dishonesty are subject to disciplinary proceedings.

University regulations require the instructor to report all suspected cases of academic dishonesty to the Dean of Students for disciplinary action. In the event disciplinary measures are imposed on the student, it becomes part of the students’ official school records. Also, please note that the handbook obligates you to report all observed cases of academic dishonesty to the instructor.

COMMUNICATION: The major types of formal communication between the students and instructor will be in the class. However, email, website, and discussion on the web will also be used as reminders. Email will be important to receive class information. Students are encouraged to contact me by email or go into the discussion group on the web site to discuss topics with other students. Permission must be received to have a visitor(s) in class. No children are allowed.

Tape Recorders, Laptop Computers, and Cell Phones: You may record the lecture with a tape recorder or laptop. Please turn off all cell phones, pagers, and laptops.

ASSIGNMENTS

Myers Briggs Test:

1. Take the Myers Briggs Temperament test on line. The site mentioned earlier is for additional information only.
2. Once you have your four top letters; i.e. ENTJ (16 possibilities), you need to read about your personality. There are several ways to do this:

   1. Book, Please Understand Me, Circulation Desk at the Library
   2. Artisan (SP) [http://keirsey.com/personality/sp.html](http://keirsey.com/personality/sp.html)
   3. Rational (NT) [http://keirsey.com/personality/nt.html](http://keirsey.com/personality/nt.html)
   4. Idealist (NF) [http://keirsey.com/personality/nf.html](http://keirsey.com/personality/nf.html)

3. A one-page summary (single spaced) of your personality type, agreement/or disagreement, and any comments will be due on date assigned. Must be typed. Please fold vertically with name on the outside. (Everything typed should be 12 pt. Times Roman with 1” margins, top, bottom, left and right. Use full justification and double space between paragraphs. Title at the top in all caps)

Movie Concept: You will analyze a movie containing organizational behavior concepts. Do not use the tapes seen in class. Use a real movie; i.e., Remember the Titans. The summary should be typed with three concepts (put in bold) and discuss. (It should be one-page single spaced. Use full justification and double space between paragraphs). See example: [http://www.uttyley.edu/myoung/documents/example_movie.htm](http://www.uttyley.edu/myoung/documents/example_movie.htm)

Book Summary: The book summary will be a summary of management concepts. It is not a book review--which sounds like the book cover. It should be typed (one-page single space). Use full justification and double space between paragraphs. You will be given a choice of a specific book or tape from the Muntz Tyler Library. See the side bar on my site [http://www.uttyley.edu/myoung/media.htm](http://www.uttyley.edu/myoung/media.htm) to choose a book. Use those highlighted in yellow. If it is not on the list, you must have my approval. Examples of summaries: [http://www.uttyley.edu/myoung/example.html](http://www.uttyley.edu/myoung/example.html)
Students Rights and Responsibilities
To know and understand the policies that affect your rights and responsibilities as a student at UT Tyler, please follow this link: http://www.uttyler.edu/wellness/StudentRightsandResponsibilities.html

Grade Replacement/Forgiveness
If you are repeating this course for a grade replacement, you must file an intent to receive grade forgiveness with the registrar by the 12th day of class. Failure to do so will result in both the original and repeated grade being used to calculate your overall grade point average. Undergraduates will receive grade forgiveness (grade replacement) for only three course repeats; graduates, for two course repeats during his/her career at UT Tyler.

State-Mandated Course Drop Policy
Texas law prohibits a student who began college for the first time in Fall 2007 or thereafter from dropping more than six courses during their entire undergraduate career. This includes courses dropped at another 2-year or 4-year Texas public college or university. For purposes of this rule, a dropped course is any course that is dropped after the 12th day of class (See Schedule of Classes for the specific date). Exceptions to the 6-drop rule may be found in the catalog. Petitions for exemptions must be submitted to the Registrar's Office and must be accompanied by documentation of the extenuating circumstance. Please contact the Registrar's Office if you have any questions.

Disability Services
In accordance with federal law, a student requesting accommodation must provide documentation of his/her disability to the Disability Support Services counselor. If you have a disability, including a learning disability, for which you request an accommodation, please contact Ida MacDonald in the Disability Support Services office in UC 282, or call (903) 566-7079.

Student Absence due to Religious Observance
Students who anticipate being absent from class due to a religious observance are requested to inform the instructor of such absences by the second class meeting of the semester.

Student Absence for University-Sponsored Events and Activities
If you intend to be absent for a university-sponsored event or activity, you (or the event sponsor) must notify the instructor at least two weeks prior to the date of the planned absence. At that time the instructor will set a date and time when make-up assignments will be completed.

Social Security and FERPA Statement:
It is the policy of The University of Texas at Tyler to protect the confidential nature of social security numbers. The University has changed its computer programming so that all students have an identification number. The electronic transmission of grades (e.g., via e-mail) risks violation of the Family Educational Rights and Privacy Act; grades will not be transmitted electronically.

Emergency Exits and Evacuation:
Everyone is required to exit the building when a fire alarm goes off. Follow your instructor’s directions regarding the appropriate exit. If you require assistance during an evacuation, inform your instructor in the first week of class. Do Not re-enter the building unless given permission by University Police, Fire department, or Fire Prevention Services.