

MGMT 5621 - Human Resource Management (Fall - 2017)

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The information contained in this syllabus may change slightly. Changes will be announced via the course's website. Written assignments are to represent your independent effort. I take academic misconduct seriously. The following website describes such misconduct:

<http://www.umsl.edu/services/ctl/faculty/facultyorientations/dishonesty.html>

Course Description: An examination of human resource management issues from a manager's viewpoint. Topics examined include: employee recruitment, employee selection, performance management, training, career development, compensation, legal issues, and labor relations. The course examines these topics as they relate to operational activities in organizations. The course also addresses how knowledge of these topics can help you manage your career.

Goals of the Course: I have four major objectives in teaching this class. Other objectives are listed for each module (see Canvas website).

-At the end of this class, you will have an understanding of the issues addressed in the class (e.g., successful strategies for recruiting and selecting employees).

-At the end of this class, you will be able to use the knowledge you attained to function more effectively as a manager (e.g., motivating employees) and/or as an employee (e.g., receiving a more accurate performance review).

-At the end of this class, you will have improved your ability to diagnose key problems (e.g., why employees are not performing well) and deal with them effectively.

-At the end of this class, you will have a deeper appreciation of the complexity of human resource management issues in contemporary organizations.

Course Policies

-As a student in this class, you are responsible for doing the assigned work each week. Do not let yourself get behind.

-Much of the interaction (e.g., discussions) in this class will occur in our face-to-face sessions. Please make every effort to attend these sessions and participate fully.

-The main syllabus for this class and the course's Canvas website clearly describe when written work is due. Assignments that are not turned in on time will be penalized.

-If you have trouble accessing material (e.g., an article), you should contact me ASAP. You could also assess the "help" sites listed below.

Course Requirements:

Exams: There will be two exams. They will be open-book and open-notes.

Assignments: For several classes, you will have relatively short (**300-500 words**) papers due. Some of these are based on cases out of the text. Some involve videos and/or articles you will read. The due dates are in the syllabus. If you have questions, please let me know. I encourage you to give each of these assignment significant effort given they represent a sizable portion of your grade.

Extra Assignment: You should only do this assignment if working on it will not detract from completing other course assignments. Depending on your current grade, your performance on this assignment can raise or lower your grade (e.g., a “B+” on the extra assignment will hurt you if you otherwise had a grade of “A”).

Course Evaluation: The percentages listed are approximations. The weight given to each requirement may change slightly.

a) Exam 1	35 points
b) Exam 2	35 points
c) Written Assignments	70 points
d) Participation during in-class meetings.	considered if your grade is at the “border”.
e) Extra assignment	to be determined.

I believe the subject matter of this course will be important for you no matter what career you choose. I would like to make taking this course a valuable and enjoyable experience for you. Please feel free to contact me during the course of the semester.

Technical Support

-GOAL Office: This office was created to provide support to online students. Phone: (314) 516-4211

-Canvas Website: If you have problems logging into your online course or an issue within the course site, contact the **Technology Support Center**: Phone: (314) 516-6034, www.umsl.edu/technology/support/

Academic Integrity/Plagiarism (many of the following passages were taken from a sample syllabus provided to me by the Center for Teaching and Learning). The campus process regarding academic dishonesty is described in the “Policies” section of the Academic Affairs website

-You are responsible for being attentive to and observant of University policies about academic honesty as stated in the University’s Campus Policies and Procedures in the Triton Manual (p. 30)

-One form of academic dishonesty is plagiarism – the use of an author’s ideas, statements, or approaches without crediting the source. **Plagiarism and cheating are not acceptable.**

-Academic dishonesty will be reported to the Office of Academic Affairs for possible action. The instructor will make an academic judgment about the student’s grade on that work and in that course.

Title IX Policies

Mandatory Reporting: Under Title IX, UMSL faculty, staff, and administrators (with limited exception) are obligated to report incidents of sexual harassment, sexual misconduct, sexual assault, or gender discrimination to the Student Affairs office and/or other University officials. This ensures that all parties are protected from further abuses and that victim(s) are supported by trained counselors. Note: There are offices at UMSL (e.g., Counseling Services, Community Psychological Services) whose staff are exempt from Title IX mandated reporting, when the information is learned in the course of a confidential communication.

Student Resources: Students who have a health condition or disability, which may require accommodations in order to participate effectively in this course, should contact the **Disability Access Services Office**. Information about your disability is confidential.
Phone: (314) 516-6554, Website <http://www.umsl.edu/services/disability/>

Course Materials: I expect that you will have read the relevant material prior to completing an assignment for a given class.

- a) Noe, Hollenbeck, Gerhart & Wright - Fundamentals of Human Resource Management, 2016 (Make sure you get this edition). You could rent the book from a source such as Amazon. Alternatively, you could buy a used copy or a new copy (much more expensive). I previously experimented with using a digital version of this text. It did not go well (e.g., students didn't get access to the book until after the semester started, access to the book was temporarily lost part way through the semester).
- b) Slides should be downloaded from the course's Canvas website. The specific slides for a given module are included within the module. Please note that not all modules are of equal length. For Modules 1-8, there are "cover sheets" that address such things as module objectives.
- c) Readings: Unless otherwise noted, you can download these from the UMSL library website (you may also be able to access them via a web search). If you have difficulty getting access to a reading, please let me know ASAP.

Strom, S. (2016, April 26). "At Chobani, Now It's Not Just the Yogurt That's Rich." *New York Times*, https://www.nytimes.com/2016/04/27/business/a-windfall-for-chobani-employees-stakes-in-the-company.html?_r=0

Ton, Z. (2012). "Why 'Good Jobs' Are Good for Retailers." *Harvard Business Review*, Jan/Feb., 124-131.

Urbina, I. (2013, March 30). "As OSHA Emphasizes Safety, Long-Term Health Risks Fester." *New York Times*. <http://www.nytimes.com/2013/03/31/us/osha-emphasizes-safety-health-risks-fester.html?pagewanted=all>

Tucker, M. (2012). "Show and Tell." *HR Magazine*, January, 51-53.

Winkler, C. (2006). "Job Tryouts Go Virtual." *HR Magazine*, September, 131-134.

Module	Date	Topic	Text	Outside Readings	Comments/Assignments
	Before start of class	preparation for class *If one search engine doesn't work, Try using another.			<p>*If one search engine doesn't work, Try using another.</p> <p>-go to the Canvas website site for MGMT 5621- under "Modules" (sometimes, you need to click the arrow next to the Module tab – left side- to get access to subfolders) go to "Start Here." Address each of the issues listed under "Start Here."</p> <p>-download 2 sets of slides under the Start Here module. These go with the "Welcome" message and the "My Background" video.</p> <p>-Watch the Lecture/Voice Thread (VT) for ^"Welcome" message. ^"My Background".</p> <p>-download 3 sets of slides for "8/22 class" (Module 1) including the one for the "Potato Chip Incident"</p> <p>Prepare to discuss Potato Chip Incident on 8/22.</p>
Module 1	8/22	intro to class (class 1)	2-27	Strom (2016)	<p>-at West County Center:</p> <p>-bring the 3 sets of slides for the 8/22 class (slides can be found under Module 1 - class 8/22). FYI: each module has a "cover sheet" that lays out objectives.</p> <p>-there are <u>no</u> Voice Threads (i.e., Lectures) for these slides given we will be meeting in-person at West County Center.</p> <p>-be prepared to discuss Potato Chip Incident (one of the slides for the class).</p> <p>-be prepared to offer a 60-90 second introduction of yourself. It could address work, hobbies, family, etc.</p> <p>-Assignment 1: by 8/29, submit comments on the Costco case (p. 25 in text). See Module 1 ("Costco Assignment") link for directions. A "rubric" for grading an assignment is listed under the "Start Here" heading on the modules tab. The length of the paper is 300-500 words (this is true for each assignment). Please note that the rubric suggests a shorter response. My hope is to grade this assignment within a week and return it to you with comments (you may not be able to read these on your phone). In responding to an assignment, you should try to link it to the text, relevant Voice Threads, readings, and/or independent research you conducted.</p>

Module 1b	8/29	intro to class (class 2)	29-59	Ton (2012)	<p>-download 2 sets of slides for 8/29 (under Module 1)</p> <p>-watch the accompanying Voice Threads/Lectures (they cover chapters 1 and 2). Go to: “Module 1” → “Lecture 1 (8/29)” and “Lecture 2 (8/29)”.</p> <p>-watch 2 videos: CBS News & Z. Ton</p> <p>http://www.cbsnews.com/news/are-companies-that-value-employees-more-successful/</p> <p>https://www.youtube.com/watch?v=sD67LKqXGrg</p> <p>Assignment 2: by 9/5, submit your thoughts on the Ton article (see syllabus) and the video (see web link above). See Module 1 (Ton Assignment) for directions. The length of the paper is 300-500 words. I will try to have comments back to you within one week.</p>
Module 2	9/5	Legal Issues (class 3)	62-98	Urbina (2013)	<p>-download slides for Module 2: 9/5 (3 sets).</p> <p>-watch accompanying Voice Thread Lectures. There are 4; the first two sets cover the first set of slides (slides 1-4, then slides 5-9).</p> <p>-watch 2 videos: Vida Needle & Cell Phone Towers</p> <p>https://www.youtube.com/watch?v=NujnD1tykkY</p> <p>https://www.youtube.com/watch?v=ej51IleG6Ig</p> <p>Assignment 3: by 9/12, submit comments on the Cell Phone Tower video. See the Module 2 (“Cell Phone Tower”) link for directions.</p>
Module 3	9/12	Job Analysis, Rewards, & Design Transitioning to staffing (class 4)	101-129		<p>-download slides for Module 3: 9/12 (3 sets).</p> <p>-watch accompanying Voice Thread Lectures (there are 3).</p> <p>-prepare to discuss next week when we meet in-person on 9/19 (all three of the following):</p> <p>FYI: Edwardsville is getting a fulfillment center.</p> <p>1) read: Amazon (p. 128)</p> <p>2) read article at:</p> <p>http://www.seattletimes.com/business/workers-complain-about-amazon-warehouse-jobs/</p> <p>3) watch video:</p> <p>https://www.youtube.com/watch?v=UtBa9yVZBJM</p>

Module 4	9/19	Recruitment (class 5)	132-164	Tucker (2012)	<p>-at West County Center:</p> <p>-download slides for Module 4: 9/19 (1 big set). There is a Voice Thread Lecture for the first slide only (the rest will be covered in class).</p> <p>-in class, we will watch US Foods Night Selector video: https://www.youtube.com/watch?v=6tuEGGNQCPA</p> <p>-class discussion of Amazon (see syllabus 9/12 for materials).</p> <p>-think about the recruitment experiences that you have had as a job applicant and/or as an employer representative trying to fill a job opening.</p>
Module 5	9/26	Intro to Employee Selection (class 6)	167-197	Winkler (2006)	<p>-download slides for Module 5: 9/26 (3 sets).</p> <p>-watch accompanying Voice Thread Lectures (there are 3).</p> <p>-Assignment 4 due 10/3: see Module 5 (Assignment: Criminal history) for directions.</p> <p>listen to podcast: http://www.npr.org/2014/08/15/340632144/the-ultimate-sacrifice</p> <p>watch video http://www.pbs.org/newshour/making-sense/grocery-store-job-turned-former-inmates-life-around/</p>
Module 5b	10/3	Selection Devices (class 7)			<p>-download slides for Module 5: 10/3 (3 sets).</p> <p>-watch accompanying Voice Thread Lectures (there are 3).</p>
	10/10	exam/ class 8			exam: see Announcement for details.
Module 6	10/17	Performance Management (class 9)	298-330		<p>at West County Center:</p> <p>*I will provide feedback on first exam.</p> <p>-download slides for 10/17 (3 sets).</p> <p>-no lectures/I will cover material in class.</p> <p>-discuss: faculty evaluation process (nothing to prepare in advance).</p> <p>Assignment 5: due 10/24: What are your thoughts on the approach taken by Adobe (p. 328)? See Module 6. Cites Wash. Post Article as background reading.</p> <p>(Notice: I changed order with training coming after Performance Management)</p>

Module 6b	10/24	training & career development (class 10)	200- 235 236- 266		<p>-download slides for 10/24 (3 sets).</p> <p>-watch accompanying Voice Thread Lectures (there are 3).</p> <p>-Watch video: is Colbert ready for training? Frank Luntz tries to help him. 8/16/2011:</p> <p>http://www.cc.com/video-clips/m00z1i/the-colbert-report-colbert-super-pac---frank-luntz-commits-to-the-pac</p> <p>watch: good example of training: UPS Integrad, https://www.youtube.com/watch?v=2E3Zv9eVJf4</p> <p>Watch: E. L. Kersten, Ted Talk 7/11/2012 on careers https://www.youtube.com/watch?v=hPoc0s800M8</p> <p>Watch: G. Costanza (bouncing ideas off mentor). https://www.youtube.com/watch?v=z0gSjfc3eos</p>
Module 7	10/31	Separating and Retaining Employees Establishing Pay Structure (class 11)	332- 361 366- 393		<p>-download slides for 10/31 (3 sets). First set deals with separation and retention. Second two sets deal with pay structure.</p> <p>-watch accompanying Voice Thread Lectures (there are 3).</p> <p>Assignment 6: due 11/7: domestic violence and San Diego teacher (see 3 videos and article below/you could do added web search). If you were principal, what would you do? (see Module 7 for details).</p> <p>https://www.yahoo.com/news/blogs/lookout/teacher-fired-domestic-violence-ex-husband-161455153.html</p> <p>http://www.nbcsandiego.com/news/local/holy-trinity-school-el-cajon-san-diego-teacher-fired-211244611.html</p> <p>http://abcnews.go.com/US/law-protects-domestic-violence-victims-jobs-california-teacher/story?id=20565060</p> <p>http://fox5sandiego.com/2013/06/17/job-offered-to-teacher-fired-after-domestic-dispute/</p>

Module 7b	11/7	Incentives	395-421		-download slides for 11/7 (3 sets for pay). -watch accompanying Voice Thread Lectures (there are 3). Assignment 7 : due 11/14: watch : Lincoln Electric video: summarize major points, what do you see as key issues? Pros and cons? (see Module 7 for details) https://www.youtube.com/watch?v=kCGiB9heV6k
		Benefits (class 12)	423-456		-download slides for 11/7 (2 sets for benefits). -watch accompanying Voice Thread Lectures (there are 2). Watch : video on SAS benefits: a very unusual company: see Glassdoor reviews https://www.youtube.com/watch?v=T5O3L6UdIGw
Module 8	11/14	Collective Bargaining (class 13)	460-492		-download slides for 11/14 (3 sets). -watch accompanying Voice Thread Lectures (there are 3). Treatment of employees: watch video: Employee-owned New Belgium Brewing. https://www.youtube.com/watch?v=5c1zk6oA6MU
Module 8	11/28	Global HR Issues (class 14)	skim ch. 16		-download slides for 11/28 (1 set). -watch accompanying Voice Thread Lectures (there is 1). -I have minimized reading so you can study for the exam.
Module 8	12/5	(class 15)			Exam: Date may change Extra Assignment due.
	12/12	(class 16)			Exam: Date may change

July 16, 2017 revised.