

SADDLEBACK COLLEGE
BUSINESS SCIENCE DIVISION

**Business 120: Essentials of Business Management
with Video Series "Taking the Lead"**

Mode: Telecourse and Internet
COURSE SYLLABUS

Instructor:
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Session: 2nd Six Weeks, Summer 2009
7/6/2009 to 8/16/2009

Video Series: "Taking the Lead"
26 30-minute Lessons

BROADCASTS: Airs Cox Cable Channel 39. Schedule is posted in Blackboard.

ONLINE STREAMING: Free Internet/online streaming is available for this course.

Where is it? Go to the Saddleback home page at: <http://www.saddleback.edu>. In the column of gold buttons on the left, click on "Distance Education" and look for the online streaming button in the upper left corner of the DE page. It says "Channel 39 Steaming Video Telecourses."

Can I watch any lesson at any time? Yes, when you click on any show that's listed it will play immediately. Also you are able to search for a by the course's video title and then select the lesson number you want to watch. For example, when you go into show search and type in the title of the telecourse you want, all of the lessons come up and you can pick which lesson you wish to view.

How do I find the streaming video segments?

1. Go to www.saddleback.edu
2. Click on the drop down menu for online courses.
3. Select Distance Education.
4. Click on the button (toward the upper left corner) that says Channel 39 streaming video Telecourses.
5. Type the name of the video series into the box that says "Show Search." The series name for this class is "Taking the Lead."
6. Select the segment you wish to watch and click on it. The list of video segments might not be in the correct order, so check the segment titles carefully.

BLACKBOARD

Your Web site for the Internet portion of this class is <http://soccdd.blackboard.com>. You will not be able to access this course until the official start date of the course. Instructions for you to enter Blackboard are available at <http://www.saddleback.edu/itc/user/blackboardfaq.html>.

COURSE DESCRIPTION

This course uses an active learning approach to cover all levels of management concepts. Develops strategies to develop and sharpen skills in planning, leading, controlling, and decision making. Useful for supervision and total quality management, continuous improvement, and project management.

COURSE OBJECTIVES

After completing this course, students will be able to:

1. Describe and illustrate the functions and process of management practice, management theory and structures of organizations.
2. Relate the functions and opportunities of management to contribute to organization success and social responsibility.
3. Recognize and define approaches and possible solutions to management problem resolution and the decision-making process.
4. List and analyze the key management functions of planning, organizing, leading, controlling, and project management.
5. Assess common management challenges and select most viable course of action.

STUDENT RESOURCES

Textbook:

Plunkett, Atner, & Allen: *Management: Meeting & Exceeding Customer Expectations*, 9th Edition, Thomson/South-Western, 2008.

ISBN 0-324-42301-2

Intelecom: Study Guide: **Taking the Lead: The Management Revolution Telecourse Study Guide** 5th Edition, Thomson/South-Western, 2008.

ISBN 0-324-65352-6

Saddleback College Bookstore: 949-582-4715. Web: www.saddleback.bkstr.com.

The textbook and study guide have been placed on reserve at Saddleback College Library. (See "LIBRARY RESOURCES" section below for further information.)

STUDENT/INSTRUCTOR CONTACT (Instructional Enrichment Hours)

Contact an instructor by telephone or e-mail when you need course information or assistance. Your instructor makes a commitment to you to respond in a timely manner. Responses during the business week will be sent within 24 hours; weekend responses may take a little longer. If you send e-mail with your phone number and state a good time to reach you, your instructor will call you.

If you encounter technical problems, please call the BROADCAST OFFICE at (949) 582-4502.

VIDEO COURSE TAPE RENTAL (Optional!)

RMI Media Productions, Inc. (not affiliated with Saddleback College) leases video tapes for a full semester. For information call 1-800-745-5480, FAX 1-800-755-6910 or contact them online at:

<http://rmimedia.com>. Ask for "The Sales Connection."

LIBRARY RESOURCES

Video tapes for this course may be viewed at the Saddleback College LIBRARY. They are available at the AUDIO-VISUAL DESK (582-4874) located on the second floor. Due to budgetary constraints, we do *not* have tapes available for checkout and there are no facilities for duplicating.

The *textbook* and *study guide* are on reserve at the CIRCULATION DESK (582-4523) and may be used in the library for up to one hour. Copies are not available for checkout.

Saddleback College Library Hours

Monday through Thursday: 8 am to 9 pm

Friday: 8 am to 4 pm

Saturday: 11 am - 5 pm

Library hours are subject to change; therefore, please call the library to verify hours.

BROADCAST INFORMATION

"Taking the Lead" (BUS 120) will be broadcast on Cox Cable Channel 39.

You may also access live streaming videos via the Internet. See above for information.

IF YOU EXPERIENCE TECHNICAL DIFFICULTIES: Report the problem immediately to the BROADCAST OFFICE at 582-4502; leave a message and you will receive a call back regarding re-airing of the broadcast. Lessons may be viewed at the Saddleback College Library if desired (see above). If lessons cannot be aired as scheduled, they are generally rebroadcast on Friday, Saturday, or Sunday at their usual hour.

COURSE ASSIGNMENTS

1. Follow the STUDY GUIDE instructions for the LESSON PREPARATION and TEXT READING assignments. Complete the reading assignments *prior* to viewing the video lessons.
2. Watch the VIDEO LESSONS. Pay attention!
3. Log into Blackboard and complete *written assignments* and *discussion board* (blog) topics. We will use the Blackboard function "Turn it in" for written assignments.
4. The Midterm Exam covers Video Lessons 1 through 13 and related textbook chapters. The Final Exam covers Video Lessons 14 through 26 and related textbook chapters. Both the Midterm and the Final will be administered on Blackboard the mid-point of the course and at the end. Complete the midterm after you have completed Modules I through IV. Complete the final exam after you have completed all Modules and reading.

GRADING SCALE AND PERTINENT INFORMATION

| Letter Grade | Equals Percent Achieved |
|--------------|-------------------------|
| A = | 90 - 100% |
| B = | 80 - 89% |
| C = | 70 - 79% |
| D = | 60 - 69% |
| F = | Below 60% |

COURSE COMPONENT WEIGHTS

| <u>Component</u> | <u>Grade Weight:</u> |
|------------------|----------------------|
|------------------|----------------------|

| | |
|-------------------------|--------------------|
| Two essays (10% each) | 20% of total grade |
| Discussion Board (blog) | 10% of total grade |
| Midterm | 30% of total grade |
| Final Exam | 40% of total grade |
| TOTAL POSSIBLE | 100% |

The Family Rights and Privacy Act of 1974 restricts the release of certain student information such as grades. Therefore, please DO NOT CALL FOR GRADE INFORMATION. Final grades will be available online via your MySite page approximately ten days after the end of the course.

IF YOU DECIDE TO DROP THIS COURSE . . .

YOU MUST GO TO THE OFFICE OF ADMISSIONS & RECORDS in the Student Services Building. Check the online schedule of classes for various deadlines related to dropping the class. IF YOU FAIL TO OFFICIALLY DROP and do not complete the course, YOU WILL RECEIVE AN "F" ON YOUR PERMANENT RECORD.

ACADEMIC DISHONESTY

All forms of academic dishonesty are strictly prohibited. Any instances of academic dishonesty will be addressed according to the procedures and penalties delineated in the Saddleback College Catalog and the Saddleback College Student Handbook. The terms specified in those documents are hereby incorporated into this syllabus by reference.

VIDEO LESSON OUTLINE

MODULE I: INTRODUCTION TO MANAGEMENT

- 1 Management at Work: The Managerial World
- 2 In Transition: The Changing, Challenging Environment of Management

MODULE II: PLANNING AND DECISION MAKING

- 3 Setting the Stage: The Planning Process
- 4 The Game Plan: Strategic, Business, and Department-level Planning
- 5 Calling the Shots: Decision Making

MODULE III: ORGANIZING

- 6 Putting it Together: The Principles of Organizing
- 7 Laying the Groundwork: Organizational Design
- 8 Running the Show: Influence, Power, and Authority
- 9 Heart of the Matter: Organizational Culture and Climate
- 10 Shifting Gears: Managing Organizational Change

MODULE IV: MANAGING HUMAN RESOURCES

- 11 Help Wanted: Recruitment and Selection of Employees
- 12 High Performance: Staff Development and Maintenance
- 13 Keeping in Touch: Interpersonal and Organizational Communication

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MODULE V: DIRECTING

- 14 All Systems Go: Motivating for Excellence
- 15 Pulling Together: Building Morale and Commitment
- 16 At the Helm: Styles of Leadership
- 17 Working It Out: Managing Organizational Conflict

MODULE VI: CONTROLLING

- 18 Keeping Track: Management and Control

- 19 It All Adds Up: Financial Methods of Control
- 20 Taking Stock: Production/Operations Management
- 21 Point of Information: Information Systems Management

MODULE VII: COMPETITIVE MANAGEMENT

- 22 Above and Beyond: Managing for Productivity
- 23 World of Opportunity: Managing in a Global Environment

MODULE VIII: YOU AND MANAGING

- 24 The Right Fit: The Individual and The Organization
- 25 Making Choices: Managerial Ethics
- 26 For the Common Goal: Social Responsibility and Management