

**UNIVERSITY OF NORTH CAROLINA AT GREENSBORO  
BRYAN SCHOOL OF BUSINESS AND ECONOMICS  
DEPARTMENT OF MANAGEMENT  
COURSE SYLLABUS**

**COURSE NUMBER:** MGT 375 01

**COURSE TITLE:** Management Process Skills

**CREDITS:** 3:3

**PREREQUISITES / COREQUISITES:** None

**FOR WHOM PLANNED:** Required course for students with at least junior standing majoring in Business Studies (both Face-to Face and Online Degree Completion). Students with a major in the Department of Management (Management, Human Resources and International Business) can also take this course as an elective.

**INSTRUCTOR INFORMATION:**

*Instructor: John Ceneviva*

*Office: 354 Bryan Building*

*Phone #: 336-906-4509 (cell / preferred)*

*Office hours: T/Th. 11:00 AM to 12:00 PM & M/W 5:00 – 6:00 PM By Appointment only*

*Email address: [jjcenevi@uncg.edu](mailto:jjcenevi@uncg.edu)*

*Class meets T/Th.at 12:30 in Rm 222 SOBE*

**BULLETIN DESCRIPTION:** Practical application of management theory. Processes for performing the basic management functions of decision making, planning, organizing, leading, and controlling. Application of the processes to management cases.

**STUDENT LEARNING OUTCOMES:** Upon successful completion of this course students will be able to:

- List and explain the meaning of each of the dimensions of management self-assessment.
- Explain the basic causes of work stress and enumerate the methods of stress reduction.
- Identify the stages of group development and explain the managerial responses appropriate to each stage.
- Explain different styles of conflict resolution and negotiation techniques and demonstrate how to use them.
- Provide an example of an ethical issue pertinent to management today.
- Explain how to foster creativity in himself/herself and in subordinates.
- Explain the process of both creative and analytical problem solving and provide examples of when to use each.
- Explain how individuals gain power in an organization and the value organizational power brings to managers and their subordinates.
- Explain the difference between managing and leading.
- Explain the value of supportive communication in building positive relationships.

## **TEACHING METHODS**

This course will provide students a unique insight into the current state of their managerial skill development. More importantly, you will gain valuable insight into how specifically to further develop those skills in the future. The skills that will be covered in the course include the following:

- Developing self-awareness
- Managing stress and well-being
- Solving problems analytically and creatively
- Building relationships by communicating supportively
- Gaining power and influence
- Motivating others
- Managing conflict
- Empowering and engaging others
- Building effective teams and teamwork
- Leading positive change

The teaching methods will include the following:

- Skills and personality assessments (Reflection briefs and team feedback as assigned)
- Readings
- Lectures with lecture slides suitable to use as review material
- Experiential in class exercises
- Case Studies

**My goal is to provide an opportunity for active engagement and learning**

## **TEAM ACTIVITIES**

You have been assigned to a team of 5 and a Team Leader has been designated. You will find your team assignment on Canvas People.

Students accepting the responsibility of Team Leader will receive a 20 % bonus on their Participation grade. Participation constitutes 10% of your total grade so this works out to a 2 full points added to your final grade.

If you have been designated as a Team Leader and prefer not to perform that function, please identify someone on the Team who wants to serve in that role. You will need to notify me via email immediately. Teams will interact in the majority of classes. Teams are required to have a document sharing site (drop box or Google Docs.) that I have access to as well.

## REQUIRED TEXT/READINGS/REFERENCES

Whetten, David & Cameron, Kim (2016). *Developing Management Skills*, Ninth Edition. Pearson.

**You will need to buy the MY Management Lab access code by 1/19/2017(no exceptions).** All of the assessments and on line quizzes are on the Pearson special website.

## INSTRUCTOR ENGAGEMENT

If you have a question that pertains only to you, I encourage you to send me an email or visit me in my office to seek direction. All personal questions should be sent to my email address and I will respond as soon as possible (usually within 12 hours). Emails must include the course number (375) and section (01) in the subject line or they will be returned with direction to do so.

**NOTE #1:** Responding to emails is extremely time consuming. So I respectfully ask that you learn to use the tools you are provided. Please do not email me with a question that can be answered by reading the syllabus, class schedule, course announcements, assignment directions or by contacting a classmate for help. Unnecessary personal emails will be returned with direction on where to find the information.

**NOTE #2:** I ask that you respect my time before and after class. I will not engage students on an ad hoc basis in the classroom. The time limitations make usually these engagements counterproductive. If you need to speak with me, please come to my office during posted office hours or email me with a meeting request. I am happy to discuss any matter with you (including providing career advice) in my office where I have access to the information I need to make these meetings productive.

## INSTRUCTOR COMMUNICATION WITH STUDENTS

All of my class-wide communication will be done through ANNOUNCEMENTS posted on Canvas. Therefore, you are required to **leave the Announcement Notification in your Canvas account ON**. If you disable this feature on Canvas, you will miss important communication from me. **EVALUATION AND GRADING**

## EXAMS (50%)

There will be three non-cumulative tests weighted equally. Each exam will include only multiple-choice questions. Students must receive approval from the Instructor 48 hours before the scheduled test time in order to take a test at a time/location other than the one appearing on the class schedule. Make up exams will only be given in the event of a documented student medical emergency or death of a family member. NOTE: Exams may be administered on line at the direction of the Instructor. If I choose to do on-line tests, you will be notified 48 hours in advance of the exam. You are expected to have a laptop to take the exam. UNCG will lend you a laptop through the Jackson Library.

<http://library.uncg.edu/services/laptops.aspx?be=l>

## **HOMEWORK (20%)**

There are 10 homework assignments referred to as chapter quizzes in My Lab. Homework is designed to help you better understand your text reading so you are better prepared for class discussion and tests. This pre-work is graded. You will have two attempts at each quiz. Initially, you will be provided with 2 attempts to complete each quiz in a defined amount of time. I do, however, reserve the right to make adjustments in the chapter quiz parameters as the semester progresses.

## **SKILL ASSESSMENTS (10%)**

Each chapter of the text comes with one or more assessments to help you gauge your development in the management skills discussed in this course. You will complete these assessments in the My Lab site referred to above. Student will receive a 100 for all assessments completed on time. Late or missing assessments will receive a zero (0). You are required to share your skill assessment in your team drop box AND to bring a hard copy of the assessment to class to facilitate team discussion.

Team Captains will maintain a tracking document throughout the semester to record team member's assessment scores.

## **SPECIAL ASSIGNMENTS (10%)**

There are three Special Assignments during the semester (See Special Assignments in Canvas):

- You will take the Myers Briggs Personality Type Indicator and write a reflection paper to help you understand your own personality tendencies and that of your teammates. (3% /10%).
- A "best self" assessment based on feedback on your greatest strengths and positive attributes from people who know you well (3% of 10%).
- A Team presentation on the Team's development throughout the semester (4% of 10%).

## **CLASS PARTICIPATION, AND PEER EVALUATION (10%)**

Your active participation in class and during team meetings is critical to comprehending and practicing the theories and skills covered in this course. Your class participation grade will depend on your **active, positive participation during in class and team discussions**. You have to attend class to participate but attendance alone is NOT considered participation.

### **Calculation of your participation grade**

- 1) You will be assigned a participation grade based on my assessment of the frequency and thoughtfulness of in-class remarks.
- 2) That grade will be adjusted (up or down) based on the feedback I receive from your teammates concerning your team participation throughout the semester based on a mandatory Peer Evaluation administered toward the end of the semester.
- 3) Finally, I will deduct 10 points for each absence over 2 during the semester.

## ATTENDANCE POLICY/NAME CARDS

You are expected to show up to class every day and **on time**. You will be required to have a name card to facilitate interaction with me and other students. You will pick up the name card from a class box at the beginning of class and return at the end of class. I collect the cards of absent students a few minutes after the beginning of class. If you arrive after I have picked up unclaimed cards, you are considered **absent**.

You are allowed two absences this semester. **I do not grant excused** absences for reasons other than 1) Varsity Athletes who present a valid excused absence letter from the AD or 2) a serious medical emergency or a death in the immediate family (documentation will be required)

For each absence over two, your final class participation grade will be lowered by (10 points) as outlined above. If you have to miss a class, please let me and your teammates know ahead of time as a matter of courtesy not to seek an exemption from the attendance policy.

Tampering with the name card process (example: not returning your name card or handling a classmate's name card) will be treated as an **academic violation** and a penalty of up to 50 points of your Participation grade may be assessed.

Once class begins, students will not be allowed to leave the classroom without prior approval unless they are stricken ill. Again, due to the size of these classes, this has proven to be extremely disruptive.

## COURSE GRADE COMPOSITION AND GRADING SCALE

CLASSIFICATION	SCOPE	% OF FINAL GRADE
Skills Assessments	22 in 10 Chapters (Not Graded)	10%
Homework	10 Chapter Quizzes	20%
Special Assignments	2 individual and 1 team	10%
Participation	See Class Participation above	10%
Exams	3 Non -Cumulative Exams per Course Schedule	50%

Grade	Percentage Score	Grade	Percentage Score
A+	97+	C+	77-79
A	94-96	C	74-76
A-	90-93	C-	70-73
B+	87-89	D+	67-69
B	84-86	D	64-66
B-	80-83	D-	60-63
		F	<60

## **LATE ASSIGNMENTS**

Late assignments will not be accepted unless prior approval is provided by the Instructor. Please do not ask me for exceptions after the fact. Late assignments will be assigned a zero.

## **CELL PHONES & LAPTOPS**

Neither cell phones nor laptops are permitted to be in use in the classroom to remove the temptation to text or surf the internet during class. Due to the size of this class, this behavior has proven to be extraordinarily distracting to both the offender and those sitting nearby. I do understand, however, that some students find it nearly impossible to take notes without using a laptop. If you are one of those students, please email me with a special request for a laptop exception. I will in turn ask you to sit in the first or second row of the class where you will be less likely to be a distraction to others. Students observed using a cell phone or surfing the web/ answering emails during class will lose laptop privileges and be penalized 50 points on their participation grade.

## **TECHNICAL DIFFICULTIES**

Technical difficulties either with your own computer, Canvas or My Management Lab should be directed to:

6-tech [6-tech@uncg.edu](mailto:6-tech@uncg.edu) for **computer and/or Canvas issues** or call 336.256.324

Pearson Technical support for **issues relating to My Management Lab.**

**To contact Pearson Tech Support, you will want to click on the link below to start a LIVE CHAT or "GIVE US A CALL" contact:**

### **[Tech Support](#)**

- 1. Click Contact Support**
- 2. Sign in or Continue as Guest**
- 3. Describe your reason for contacting Tech Support in the top box and then fill out ALL of the information boxes. Click Continue**
- 4. There will be a list of links that will take you to possible resolutions of the problem typed into the box. If you do not see what you were looking for, then you can either start a LIVE CHAT or you can GIVE US A CALL.**
- 5. If you chose to GIVE US A CALL: To expedite the process, you will enter all of your personal information and details of your problem then Click "Submit."**
- 6. You will then receive a "Ticket Number" and a phone number to call. You will provide that number when you call in and the Rep will help find a resolution.**

**Do not email me expecting technical help. I apologize in advance but I am useless technologically. If you have a legitimate technical problem and report it as directed, you will receive a case number and corroboration of the issue from either 6 Tech or Pearson Technical Services. This will be the quickest way to address your problem. I may, from time to time, accept a technical problem as an excuse for a late assignment if it is accompanied by a valid case number.**

## **ACADEMIC INTEGRITY POLICY**

Academic integrity is central to UNCG's mission and necessary to its vision as a "student-centered university, linking the Piedmont Triad to the world through learning, discovery, and service." Make sure you understand and adhere to the principles of the University's Academic Integrity Policy as described in the Student Handbook (<http://sa.uncg.edu/handbook/academic-integrity-policy/>).

The Bryan School has prepared guidelines for student conduct. These guidelines can be found at [http://www.uncg.edu/bae/faculty\\_student\\_guidelines.pdf](http://www.uncg.edu/bae/faculty_student_guidelines.pdf).

## **ADDITIONAL REQUIREMENTS/INFORMATION**

***DISRUPTIVE BEHAVIOR POLICY:*** The instructor may withdraw a student from the course for behavior deemed by the instructor to be disruptive to the class. The grade assigned will be "W" if the behavior occurs before the deadline for dropping a course without academic penalty, and the instructor has the option of giving a "W" or a "WF" if the behavior occurs after the deadline.

***ACCOMODATION FOR STUDENTS WITH DISABILITY:*** Any student with disability requiring reasonable accommodation should inform me by email within the first week of class. The student must also provide me with a letter from the Office of Accessibility Resources and Services (OARS) with enough lead time for me to provide the specified accommodation(s).

***RELIGIOUS HOLIDAYS:*** Any student who cannot take an exam on the scheduled due date or participate fully in any other aspect of the course due to religious conflict must inform me by email within the first two weeks of class so that we can make alternative arrangements for him/her to take the exam and/or complete that part of the course.

***ACADEMIC/STUDENT SUPPORT SERVICES:*** There are several Academic and Student Support Services available to students that you may use. These include the Student Success Center, the Writing Center, Office of Accessibility Resources and Services (OARS), Information Technology Services (ITS) and The Student First Center. You are supporting these services with your tuition payments. Use them to improve your learning at this institution.