

Student will demonstrate an understanding of organizational cultures.
Student will demonstrate an understanding of the social, emotional, and skills necessary to manage within an organizational context.

REQUIREMENTS

2 Exams 200 pts each = 400 pts

3 Papers - All papers are to be typed, double spaced and include an Introduction and Summary.

Paper I - Customer Service Analysis 150 pts.

Student will visit five (5) organizations/businesses (e.g., Sears, Foodland, MacDonald's, Bank of Hawaii, CL-H Business Office, Borders, Gap) and observe their customer service relative to you. I want you to name the organization and indicate the senses provided, describe the status of the organization - crowded, clean- are there lines with just one person waiting on everyone, e.g., long bank line and only one teller working while other tellers are in back standing around. Observe and record:

1. Job skills - do they know what they are doing? Organized? Appropriately attired?
2. Interpersonal skills - do they greet you, say your name, make small talk, are they rude, do they acknowledge you as a person, how are their communication skills?
3. Emotions - do they smile, frown, are they angry, etc.?
4. Answer the following questions:
 - a. What impact does their job skills, interpersonal skills and emotional display have upon you and the other customers?
 - b. How would you rate their service on a scale of 1-10 with 1 = awful, 10 = excellent
 - c. Does the customer's gender, age, race, emotional status, appearance have any effect upon how the customer is treated? Explain.
 - d. What does the customer service of the organization tell you about how they feel about their customers?
 - e. List areas needed for improvement and suggest ways for improvement.

Paper H - Art of Strategy 100 pts

Application of the principles of the "Art of Strategy" to management of organizations in the 20th century_ This paper requires you to isolate out the basic principles of the "Art of Strategy" and demonstrate how they can be applied to managing organizations. Minimum 7 complete pages. This is a formal paper with a minimum of 5 references.

Paper III - Organizational Analysis

150 pts

- A. Interview a manager, administrator, director, executive officer, etc. of a business organization, school, etc. and a minimum of two (2) employees within the same organization. Describe the type of service(s) provided. Indicate how the employer and employees view the following areas:
1. their role and function in the organization including length of employment in current role
 2. how their role and function impacts on the organization
 3. how the organization impacts on their behavior and emotions
 4. their level of job satisfaction
 5. productivity: effectiveness and efficiency of the organization
 6. ways to improve effectiveness and efficiency of the organization
 7. leadership in the organization - address interpersonal skills of manager and employees
 8. other problems within the organization
 9. solutions to other problems within the organization
- B. Your analysis of
1. how the manager and employees look at productivity
 2. their solutions for productivity
 3. additional problems indicated by manager and employee
 4. their solutions to additional problems
 5. your solutions to productivity and additional problems within the organization

Total

800 pts

GRADING

A=720+

B=640-719

C=560-639

D=480-559

Tentative Course Schedule

<u>Week</u>	<u>Tonic</u>	<u>Readingp-s</u>
1/11	Introduction, Cultural Diversity, Emotional Intelligence, Managing Behavior, Customer Relations	OB Ch 1 App AB
1/18	1/18 - HOLIDAY Individual Behavior, Perception,, Decision M ing	OB Ch 2-3
1/25	Job Satisfaction, Values, Attitudes	OB Ch 4
2/1	Motivation: Concepts	OB Ch 5
2/8	Motivation: Application 2/12 - CUSTOMER SERVICE PAPER DUE	OB Ch 6
2/15	2/15 - HOLIDAY Group Behavior; Work Teams	OB Ch 7-8
2/22	Communication, Interpersonal Skills	OB Ch 9
3/1	Leadership 3/5 - EXAM I	OB Ch 10
3/8	Power and Politics Art of Strategy	OB Ch 11 AS All
3/15	Conflict, Negotiation Art of Strategy	OB Ch 12 AS All
3/22	SPRING BREAK	
3/29	Organization Structure Art of Strategy 4/2 - HOLIDAY	OB Ch 13 AS All
4/5	Work Design, Stress Management	OB Ch 14
4/12	Human Resources Policies/Practices 4/16 - ART OF STRATEGY PAPER DUE	OB Ch 15
4/19	Organizational Culture	OB Ch 16
4/26	Organizational Change/Development 4/30 - ORGANIZATIONAL ANALYSIS PAPER DUE	OB Ch 17
5/6	FINAL EXAM -10:30 -12:30	