

7. Student will demonstrate an understanding of improving the quality of an individual's life at work.
8. Student will demonstrate an understanding of organizational cultures.
9. Student will demonstrate an understanding of the social, emotional, and interpersonal skills necessary to *manage* within an organizational context.
10. Student will demonstrate an understanding of emotional intelligence 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, McDonalds's, Bank of Hawaii, CUH Business Office, Borders, Gap) and observe their customer service relative to you. I want you to name the organization and indicate the service(s) 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 II - Art of Strategy **100 pts**

Application of the principals 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

Attendance **100 pts.**

TOTAL **900 pts**

Tentative Course Schedule

Week		Readin s
1/19	Introduction, Challenge of Managing People and Organizations NO CLASS-1/21- Founders Day Mass and Spiritual Convocation Mystical Rose Chapel 11:00	OB 1 APP 1,2
1/24	Understanding the Context of Organizations	OB 2
1/31	Culture in Organizations	OB 3
2/7	Understanding and Managing Individual Differences	OB 4
2/14	Understanding People: Social Perception CUSTOMER SERVICE PAPER DUE 2/18	OB 5
2/21	HOLIDAY - 2121 Managing Performance Through Motivation and Outcomes, Emotional Intelligence	OB 6
2/28	The Building Blocks of Group Behavior, Emotional Intelligence	OB 7
3/6	Turning Groups into Teams EXAM 13/10	OB 8 AW All
3/13	Leading People	OB 9, AW All
3/20	Making Decisions	OB 10, AW All
3/27	SPRING BREAK 3/27 - 3/31	
4/3	Using Power and Organizational Politics ART OF STRATEGY PAPER DUE 4/7	OB 11
4/10	Communicating Effectively	OB 12
4/17	Managing Conflict and Negotiating	OB 13
4/24	Managing Change ORGANIZATIONAL ANALYSIS PAPER DUE 4/28	OB 14
5/1	Effectiveness: The Person-Organization Fit	OB 15
5/10	FINAL EXAM -10:30 -12:30	

GRADING

A=810+

B=720-809

C=630-719

D = 540 - 629

Papers are due **on time. 5 points a class day will be deducted for late papers.**

Attendance: You start off with 100 points for attendance. Each class you miss is a deduction of 10 points. If you are 10 minutes or more late to class or leave 10 minutes or more before the end of class for two (2) classes, it counts as a missed class. If you are 20 minutes or more late to class or leave 20 minutes or more at the end of class, for any class, it counts as a missed class. In addition, if you miss more than five (5) classes, your grade will be lowered one letter grade.