

# LINCOLN UNIVERSITY COURSE SYLLABUS

## COURSE NUMBER: BA-175

### Course Title: Organizational Behavior

(3 Units)

Course Start Date: August 24, 2023

Course End Date: December 7, 2023

Time: Thursday, 03:30 PM to 06:15 PM

Office Hour: Thursday, 14:30-15:30 (2:30 PM to 3:30 PM) by arrangement

Classroom: TBD

#### Lincoln University Course Catalog Description:

The course examines organizational behavior in industry and within organizations as well as its impact on groups and individuals. Topics include: group dynamics, training, leadership, motivation, performance appraisal and job satisfaction. The course content should enhance the understanding of both employee well-being and organizational effectiveness. Research findings will assist in structuring organization policies and practices. (3 units) (Developed Level)

*Prerequisite: PSYCH 10, BA 10*

#### Required Text, Supplemental Texts, Technology & Course Management Sites:

##### Required Text (print, digital, rental)(HEOA compliant):

Neck, C., R.; Houghton, J.; Murray, E.

2023 Organizational Behavior: A Skill-Building Approach, 3e. Sage Publications, Thousand Oaks, CA. ISBN: 9781071854426 (paperback) (\$150.00).

E-Text: \$72.00\* (\* 180-day rental)

##### Required course digital site(s) and access:

Lincoln University has an institutional Canvas account so you will be able to access ALL of your classes and you will already be on the roster for each of your courses. From Canvas, you can download course materials, see your progress in each of your courses, and review feedback from Turnit-In on the course work you submit for grading. Most of the course materials can be found under the “Files” section for this course. The following link is on the LU website at:

<https://students.lincolnuca.edu/canvas/>

**\*\*\*You will need to bring a #2 pencil to fill-in the Scantron answer sheet that will be provided to you for the four exams. The instructor does not provide #2 pencils.**

**Lincoln University Course, Program, and Institutional Learning Outcomes:**

Lincoln University has established program and institutional learning outcomes for our graduate business students, which are listed and available on the LU website. You should re-familiarize yourself with all of them because our aim in this course is for you to have multiple opportunities to achieve them. Detailed descriptions of the institutional and program learning outcomes and information about the assessment procedure are available at the Learning Outcomes Assessment page on the LU website: <https://acqa.lincolnuca.edu/learning-outcomes-assessment/>.

### **Instructor's Student Learning Goal(s) & Outcomes for this Course:**

Based on my professional management practitioner background and academic experience, I have developed the following student learning outcomes for this course along with my goal for this course, which are below.

### **Instructor's Student Learning Goals & Outcomes for the Course:**

Students working individually and collaboratively in small learning groups will have multiple opportunities to effectively demonstrate and use their knowledge of organizational management techniques and policy concepts in this course at the level of an undergraduate student.

#### Course Learning Goals:

1. Understand the challenges organizations face in integrating individuals with different personalities, from different cultures, and abilities into the organization or workforce that will include cases from YG Entertainment, VinFast, NZ All Blacks, and Nike.
2. Strengthen critical thinking, analysis and writing skills, research and problem-solving skills, and presentation skills through the use of OB (individual, group, system) case studies, personal application papers and group exercises.
3. Understand how government, environment and economic forces affect organizational behavior.
4. Understand the importance of the role that strengths-based and effective leadership and management have at all levels within an organization.
5. Understand how and why information, communication, and technology (ICT) systems affect organizational behavior at all levels within an organization.

#### Course Learning Outcomes:

1. Students will gain an understanding of the guiding principles and concepts of organizational behavior from the individual and group levels to the organization and system levels and demonstrate the ability to effectively apply this knowledge in their analysis of OB case studies, course assignments, and course exercises.
2. Through an evidence-based learning approach to the course, students will have learned how to effectively apply the interdisciplinary principles of organizational behavior, which are drawn from the disciplines of psychology, sociology, social psychology, cultural anthropology, and political science in international work settings and throughout their lives.
3. Students will have exercised effective persuasive communication (traditional and digital), leadership, critical thinking, project management, and teamwork skills individually and in a small group setting.

While I believe, from my professional experience, that my student learning goals and outcomes listed above are important for you to succeed in organizational life, Lincoln's institutional goals and program learning outcomes are a priority for our university, for you, and are my priority for this course. I am committed to do my best to help you achieve **all** goals and outcomes for this course.

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### **Smartphone, Tablet, Notebook Computer Technology:**

Organizational, business, and social culture in most parts of the world utilize technology as if it were an additional limb or extension of our body. Think about how you feel when you forget or leave your smart phone at home. For most of us, we experience some degree of discomfort not having it with us. With that in mind, our class sessions (ground classes, and if necessary, online) will involve opportunities to participate in class exercises and discussions using the personal technology devices, and free web-based software that are readily available to everyone and routinely used for business and management.

Consequently, **you are encouraged** to have your smart phones, smart devices, notebook, or tablet readily available to use in class just as you would in the workplace. However, you need to have your devices on vibrate so that it will not distract the class or your classroom manager (me). If your phone rings in any class, you will be warned once. If it rings after your one warning, you will be asked to leave class for the day. If a student develops a pattern of interruptions, they may be asked to leave the class and referred to the Provost's office for counseling before being admitted back to class.

Using your personal devices for things that are unrelated to our coursework is **not allowed** unless we are on a class break. The instructor will take corrective action if this privilege is abused.

**EXAMS:** With the wide-spread use of resources such as CHAT AI for exams, students are not allowed to access the Internet except for digital copies of their textbook, which may be verified by the instructor and/or exam proctor. Using the Internet for anything other than access to the textbook will result in zero points for the exam.

### **Instructor**

Dr. Mike Guerra, Associate Professor of Business Administration & Leadership Studies

Lincoln Phone Number: 1.510.628.8031 (e-mail preferred)

**Lincoln University e-mail address:** [mguerra@lincolnuca.edu](mailto:mguerra@lincolnuca.edu) (you can e-mail me any time)

Course Specific Office Hour: Room 301, Thursday, 02:30 pm to 03:30 pm) by arrangement in advance.

In addition, you can contact/chat with me in a professional capacity on Telegram @mikegacademic1 or +1 863.864.6135.

I've provided a brief instructor profile below because an important step in instructional design is for an instructor to establish professional practitioner credibility in the discipline, he or she is teaching for students taking a course.

## **Instructor Profile:**

**Academic Degrees:** AS degree in Social Science from the College of San Mateo, BS degree in Organizational Behavior from the University of San Francisco (USF), Master of Human Resources & Organization Development degree (USF), Doctor of Education in Organization & Leadership with a concentration in Pacific Leadership International degree (USF).

**Professional Practitioner Experience:** Manager with senior, executive, and chief executive officer experience in for-profit, government and non-profit organizations. Current and past experience serving as a member and officer of several Boards of Directors for public and private organizations. President of the Board of Directors for the Downtown Oakland Business Association Community Benefit District, and Clean & Safe committee chairperson of the Downtown/Uptown Oakland Community-Benefit Business Districts. International management consulting experience specializing in process, management audits, problem-solving, talent development and management, strategic, and organization development in NGOs, government, and a small number of for-profit firms. Past subject matter expert on ethics for the State of California POST bureau. Have experience working with national, state, county, and local government organizations to shape management, problem-based learning, talent recruitment, ethics, training and performance policies, practices, and procedures.

Has extensive professional experience in managing AI blockchain investment operations; domestic procurement; service operations; capital budgeting; policy development; MIS administration, needs assessment and purchasing; HR compensation; organizational training and education systems; organizational and regional strategy formulation, implementation and evaluation; managerial accounting; management audits; and both contract and labor union negotiations (as a union negotiator and as a management representative). Additionally, have designed, implemented, and managed marketing, recruitment, retention, and hiring programs for attracting and keeping new talented employees.

**Professional Academic Experience:** Has taught part-time at Lincoln since 2001 and have been teaching part-time at other institutions of higher education since 1998. Has occasionally been a paid guest lecturer on a variety of topics, taught undergraduate management courses online for eight years, and have been a guest lecturer in organization (not organizational) development and leadership at other universities. In addition, has occasionally consulted with local colleges and universities external to Lincoln to design or revise lower/upper division undergraduate, graduate, and doctoral degrees educational programs. Additionally, has been a member of academic advisory boards for the South Bay Community College Consortium (SF Bay Area region), and the University of San Francisco's School of Management (USF). As a professional practitioner, have been involved in designing and delivering legally defensible professional training programs and courses that received lower division undergraduate course credit since 1986.

**Select professional affiliations related to this course:** International Management Consultants (IMC-USA), International Society for Performance Improvement (ISPI), Society for Applied Anthropology (SfAA), Society for Human Resource Management (SHRM), International Society for Organization Development and Change (ISODC), American Association for Adult Continuing Education (AAACE)

## Introduction

Our current globalized work setting presents a unique or a once in a lifetime (hopefully) business environment for a graduate student where a global pandemic probably has affected business ranging from a multinational corporation to a one-person business that ships products or provide services to overseas customers and clients. So, this will be a different learning experience for us all this semester. I will try to provide current or even real-time relevant international business situations and issues.

To be successful in this course, you need to be skilled in effective time management. This means completing the assignments as proscribed in the schedule at the end of this syllabus. In addition, the expectation is that you will have completed assignments on time. For example, if the topic for the class is Chapter 5, the expectation is that you have read Chapter 5 before class starts.

In addition, your presentation skills will be refined during this course to help prepare you for your transition from the academic world to employment in the business world at the performance level of a graduate business student. I am confident that this course will be of value to you by helping you think more wisely, act more competently, and to make better decisions.

My role, as your facilitator, is to guide you along the learning path and engage your ability to learn. Should there be any questions regarding this course material, attendance, and participation in this course, please contact me via my Lincoln University e-mail or on Telegram.

I have also designed this course so that you will have multiple learning opportunities to achieve each of the student learning outcomes for this course and those applicable to Lincoln's institutional and programmatic learning outcomes. In practice, this means that each assignment you complete during this course is connected to one or more learning outcomes and at the course level and at least one of the programmatic and institutional learning outcomes. You will receive feedback on your assignments that you can apply to future assignments within this course. From this syllabus, you will also see that you will receive feedback as your work toward completing and submitting a final version of your high point value assignments instead of submitting them at the end of the course for a final grade on the last day of the course with no feedback that can be used for future assignments.

## Class Procedures

Before you arrive for a classroom/online session, you are responsible for reviewing the course syllabus for: instructions, assignments, exams, topics, questions for discussion, my comments, or a description of the activities for the day. In addition to communicating information in-class. It is important for you to come to class prepared just as your employer expects you to arrive at work ready to take care of business!

**Instructional methodology includes:** lectures, class discussions, individual/team presentations, guest presentations (not yet confirmed), demonstrations, role-playing, group work, buzz groups, practical exercises, social networking and crowdsourcing as it relates to this course, web-based instruction, and video. As mentioned above; having your smartphones, tablets, and notebook computers readily available in class will enhance your ability to contribute to class exercises and discussions.

**As you can imagine, university level coursework requires significant work outside of the classroom. For each class session, you should plan to spend at least one to three hours of your time studying, researching, working with your learning group, and completing assignments for each class session. Based on prior classes, if you choose to not read and study the textbook chapters, you will not use the concepts and processes from the text, which will result in a lower grade than you would otherwise earn if you studied our text and course materials.**

This semester, there may be one or two times where a class session may need to be held online through Canvas due to me having to be away on university/professional business. In these circumstances, I will cover the instructional material and have class discussion using the Canvas platform.

Students will also be asked during the semester to evaluate this course by the Registrar's office and the LU Faculty Association. It is important that you take this seriously because your feedback helps my professional development and serves to see what parts of the instructional methodology and material needs to be changed, modified, and improved. In addition to this course evaluation, I will ask you to complete a learning assessment based on Lincoln's institutional and programmatic learning outcomes where you will assess the degree that this course provided you multiple learning opportunities for you to achieve these individual outcomes, and how successful they were for you.

### **Classroom Management**

Consider that a classroom is similar in many respects to an organization that provides a product or service. The education business, depending on your perspective, either provides a service to consumers/customers – YOU the student, or produces a product – YOU the educated graduate. So, it should be no surprise that managing the classroom is an essential element for creating a learning environment for you to succeed. It just happens that because close to over 90% of our business students are from outside the US, we might think of ourselves in this BA 175 course as being in a live management setting. As such, we need policies and procedures for conducting business or instructing in our case, which are indicated below:

- **Students are required to behave in class in accordance with Lincoln University's Student Honor Code and Standards of Conduct.** Both of these are found in your student handbook at the following link: [http://file.lincolnuca.edu/catalog/student%20Handbook/Student%20Handbook%20\(2020-2021\).pdf](http://file.lincolnuca.edu/catalog/student%20Handbook/Student%20Handbook%20(2020-2021).pdf). Misconduct will have an adverse impact on your grade.
- **Disruptive Classroom Behavior:** Lincoln University expects students and instructors to work together to create a classroom or lab environment that is conducive to learning and educational discovery so that students can achieve their student learning outcomes. To create this classroom/lab learning environment it is essential that respect for the rights of others who are trying to learn, respect for the professionalism of the instructor, and the goals of academic freedom are established and maintained. If there are differences in viewpoints or concerns, they should be expressed in a way that supports the learning process, and in a way that creates learning opportunities for instructors to help students learn to reason and to present their points-of-view with clarity and supporting facts. It is also important in this learning environment for students to be able to share of themselves without losing their identities, and for students to explain their personal self/place in their respective fields of study. Student conduct that disrupts

the learning process will not be tolerated and I may ask students to leave the class session, which could eventually lead to administrative disciplinary action and/or removal from the class depending on the severity of the misconduct and if there are patterns of misconduct.

- **Eating is not allowed in class.** You may have water and/or a beverage container that is spill resistant. This is a recent policy change for me since Lincoln needs to economize of maintenance services for classrooms. Chewing gum is fine but no blowing bubbles.
- **Plagiarism Detection:** Lincoln University subscribes to Turnit-In plagiarism prevention service, and you will need to submit written assignments on Canvas that has Turnit-In activated. Student work will be used for plagiarism detection. Originality Reports WILL be available for your viewing.
- **Copyright Policy:** Copyright laws and fair use policies protect the rights of those who have produced the material. The copy in this course has been provided for private study, scholarship, or research. Other uses may require permission from the copyright holder. The user of this work is responsible for adhering to copyright law of the U.S. (Title 17, U.S. Code).
- **Subject to Change Statement:** “This syllabus and schedule are subject to change in the event of extenuating circumstances.” If the syllabus is revised during the semester, all versions will remain available to you in Canvas so you can track changes. This is especially important to take note of since I may need to modify the syllabus if the number of enrolled students is below 15, or larger than 45.
- **Academic honesty** in the advancement of knowledge requires that all students and instructors respect the integrity of one another’s work and recognize the important of acknowledging and safeguarding intellectual property.
- **Online Netiquette:** Rules for those courses with web-enhancement so classroom members behave online. Students are to comply with the following rules of netiquette: (1) identify yourself, (2) include a subject line, (3) avoid sarcasm, (4) respect others’ opinions and privacy, (5) acknowledge and return messages promptly, (6) copy with caution, (7) do not spam or junk mail, (8) be concise, (9) use appropriate language, (10) use appropriate emoticons (emotional icons) to help convey meaning, and (11) use appropriate intensifiers to help convey meaning [do not use ALL CAPS or multiple exclamation marks (!!!)].
- **Students with Disabilities:** Students in this course who have a medically documented disability that might prevent them from fully demonstrating their abilities should inform the instructor and their Program Director as soon as possible to initiate disability verification and discuss reasonable accommodations that may be necessary to ensure full participation in the successful completion of course requirements. If a student believes he or she has a professionally undiagnosed learning disability, please complete the request below so that the university can help suggest options for obtaining medical assistance (student health insurance is a possible option) for your perceived disability so your disability can be validated, and accommodations can be made in class as soon as possible. You can use this link to expedite your request:  
<https://acqa.lincolnuca.edu/ada-accommodations/>
- **Academic Counseling/Tutoring/Remedial Instruction:** If you find yourself in need of tutoring for this course or any of your other courses Lincoln has resources to help you in the form of tutoring (one-to-one), and small group remedial instruction. Go to student services or use this link: <https://students.lincolnuca.edu/academic-counseling/>.
- **Information Literacy Requirement:** In this course, our teaching and learning processes will employ the following information literacy standards, as endorsed by the American Association

for Higher Education (1999), the Association of College and Research Libraries (2000), and the Council of Independent Colleges (2004). The students in this course will:

- Determine the nature and extent of the information needed, access needed information effectively and efficiently, evaluate information and its sources critically, incorporate selected information into their knowledge base and value system, individually or as a member of a group, use information effectively to accomplish a specific purpose, Explain many of the economic, legal, and social issues surrounding the use of information and access and use information ethically and legally.
- **Use of the LU Library:** This course requires students to complete course assignments using resources available through the Lincoln University Library. Detailed guide to business *resources of the library* as well as the description of Lincoln University approach to *information literacy* are available at the [LU Library](http://lincolnuca.libguides.com) website (lincolnuca.libguides.com).
- **Cheating and Plagiarism:** Cheating is the actual or attempted practice of fraudulent or deceptive acts for the purpose of improving one's grade or obtaining course credit. Acts of cheating include, but are not limited to, the following: (a) plagiarism; (b) copying or attempting to copy from others during an examination or on an assignment; (c) communicating test information with another person during an examination; (d) allowing others to do an assignment or portion of an assignment; (e) collaborating with other students to complete assignments with the instructor's approval (f) using a commercial term paper service.

If coursework is submitted that contains significant evidence of plagiarism (10%-80% of submitted assignment), the grade for the assignment will be 40% of the total point value for the first infraction. Between 80-100%, there will be zero points. The assignment cannot be re-done. If assignments continue to be submitted that contain evidence of plagiarism, the grade will be reduced severely using the following criteria. If there is minor evidence (0-9% of submitted assignment) of plagiarism, the grade/evaluation will be reduced to reflect low-satisfactory to poor achievement (73% or less). If there is evidence of 10-25% of plagiarism, the grade/evaluation will be "F" or 59% of the points. If there is more than 25% of plagiarism, there will be "0" points for the assignment. Repeat violations will be referred to the provost office for misconduct. And, assignments cannot be re-done.

- **Syllabus Confirmation and Explaining:** The syllabus can be downloaded from the LU website and Canvas. Your first assignment is to read the course syllabus, which is in addition to our class discussion of the syllabus in session one. If you have any questions or you need clarification, please contact me.
- **Assignments must have:** The student's first and last name at the top of the page, and the student's identification number. The title of the assignment must also be in the heading. Simply putting the date of the assignment is not correct and it will be downgraded 1% for not following instructions. Electronic submissions without these items will not be counted, late deductions will apply, and you must use your lincolnucaf account for electronic submissions.
- **Format Requirements:** Use 12-point font, normal margins, and single or double spacing for text. Tables can be 9-10 point font. Use the APA/Chicago-Turabian/MLA guidelines (pick one and be consistent) for citing and documenting sources. If you need to refresh your knowledge of these guidelines, there are resources online and in the library. Lincoln's library staff is there to help you locate those resources. There are also free templates at the MS Office Word website that you can download.



- **Late Assignment Point Deductions:** Individual and Learning Group Case assignments can be turned in late under the following conditions. If the assignment is turned in late after two full weeks, the assignment is late beginning with the second week and there will be a 5% deduction for the assignment point value before it is graded. If it is three weeks late, it is a 10% deduction, etc. Assignments are not accepted if they are submitted more than five full weeks late (see below for assignments due the last day of class).
- Assignments due on the last class session can be turned in up to 7-days late without any late point deduction; however, assignments submitted after the 7-day deadline will receive zero points. The only exception is if the student provides verifiable documentation that the circumstances were involuntary as determined by this instructor.
- **Late Registration:** If you register for the class late (up to three weeks), you are still responsible for all assignments. I will work with you to set a deadline that will allow you time to do the current work and catch-up (typically one extra week for each week missed) with individual assignments. Assignments with other students cannot be made up because this coursework is connected to the learning objectives for the course and environment for a specific class session. In addition, the material presented in each session is cumulative and are connected to each other. To make-up these types of assignments, an alternative group type of assignment will have to be completed that is equal to the missed assignment. This probably means some form of contacting an organization outside of Lincoln to research a topic. Please contact the instructor to request this and arrange a date/time—it is your responsibility to contact the instructor. These late registration options are not available to students who are registered at the time of the first class session.
- **Late Exams:** If you missed an exam due to late registration, a make-up exam will be given using the same schedule for late registration.
- **Missed Exams:** If you miss an exam, and have a valid excuse (healthcare providers note, accident report number, subpoena, etc.), you can take a make-up exam within two weeks of the original exam date. It is the student's responsibility to contact the instructor and request a date/time for the make-up exam, which the instructor may approve, or provide an alternative date for when the instructor is available on campus. If a student misses an exam because of parental issues, please contact the instructor to discuss if the circumstances qualify for a make-up exam. Missing an exam for the student's convenience such as: a doctor's appointment, an appointment with an attorney, work, etc. do not qualify as an excuse for missing an exam.
- **There is no extra credit available in this course and assignments cannot be re-done once submitted to Canvas by the assignment deadline or after the deadline.**
- **Late Registration Attendance:** If you start to attend classes after a course has already started, you need to check with the Registrar's office to verify your attendance requirements. Depending on university policy, if you've already missed class sessions before you even registered, the missed class sessions could count toward your university attendance record. It's better to check to ensure you do not receive a warning letter for missing too many class sessions.
- **Student Working Groups:** In many classes' students are allowed to form their own class groups for group assignments. There is something to be said for working with people you are familiar with and who you may have worked with in previous classes. Since this is essentially a cross-cultural management class, part of your education is to experience working with new and unfamiliar people who may come from cultural backgrounds that may be very different from your own. In this class, you will be randomly assigned to a group of approximately 4-5 students. In addition, you will be rotating through different groups during this course to simulate real work

situations. However, this practice depends on the number of students in the class. If there is a small number, you may be allowed to form your own groups.

- **Group Assignments:** When students participate in group assignments, problems can emerge where there is an unequal distribution of the work. While there is no specific percentage of a group project assigned to each student, the expectation is that everyone in the group contributes their fair share of the work just as it would be expected in a real work setting. If a group experiences unequal participation and work, there are several ways that may help the group resolve the problem. One way is to decide as a group what the deliverables are for each member, and the deadline for submitting those deliverables. Another way is for the group to indicate what part of the assignment was completed by each group member by identifying the work of each student on each page of the document. Third, a different font and color can be used to identify individual students (this works best when submitting digital versions). I would hope that the group would try to resolve internal issues themselves just as they would have to do working in an organization. Finally, if groups have internal dysfunction and they are unable to resolve it themselves, they should contact the instructor. If there is significant dysfunction within the group, group members may be graded separately and removed from the group. Should you be removed from a group, and another group is unwilling to let you join their group, you will not be able to earn credit for group assignments. You will not be able to complete the group assignment by yourself, and there is no alternative assignment.
- The goal of the classroom environment is to be collaborative and communicative. To help facilitate collaborative communication, I would suggest that before you proofread or carefully consider your thoughts before speaking. There are times when an innocent comment can be miss-interpreted. Most of the time, any miss-communication can be rectified through open communication. However, if you find the content of a message offensive, please notify me.

### Class Attendance Defined

You are expected to contribute to class discussions in meaningful ways. That means:

- contributing new and relevant information to the course discussion and from readings of the textbooks;
- commenting in a positive manner;
- building on the remarks of your fellow students;
- posing questions of your fellow students; and
- Sharing quotes, websites, and other supplementary information.

Assignments or exams that do not require group participation may be made-up with a valid excuse. A valid excuse requires that you present the instructor with a health care professional's note indicating an illness prevented you from attending class, a court subpoena, a jury duty summons, or other evidence that your absence was beyond your control. Missing class for your convenience such as a routine doctor or dentist visit, non-emergency appointments with an attorney, or being called into work are not valid reasons for being absent. If you are a student or student athlete, you are able to take your exam in advance of the scheduled assessment day, and it is the student's responsibility to contact the instructor to arrange it. Student athletes who notify the instructor after the exam date can make-up the exam following the make-up exam process.

You cannot make-up group assignments or in-class group activities if you are absent or are unable to participate in the group regardless of the reason since it is a group grade not an individual grade. Students who have a medically verified learning disability from a medical professional that specifically relates to working in a group can have this assignment modified to follow the recommended accommodations specified in their medical report.

If you miss any part of a class session, it is **your responsibility** to follow-up to learn what you missed. This could mean assignment modifications, group assignments, instructional material, etc. so you may have missed something that is important for your success in this course.

**Class attendance is taken only once for each class session at the beginning of class** (first 25 minutes of in-person classes) using either coursework, textbook checks, or by a student's presence. **I do not record late students if they have not arrived at class within the first 25 minutes of class.**

In an online or Zoom classroom, I will check on attendance throughout the online session. You may need to register to enter each class session, which then automatically documents attendance.

**If you miss three consecutive sessions, you will be dropped from this course since your absence should have a negative effect on the workload and/or on the grades of your fellow group members. For more information, please consult the LU catalog.**

### **Assignments & Coursework**

**Except for presentations, you will only have to submit your coursework to Canvas. Please see the schedule at the end of this syllabus for further details.**

#### **Useful Definitions:**

To Explain what is required in your assignments, the following working definitions drawn from Wikipedia may be helpful (I choose Wikipedia not for academic rigor, but it is a site where you can easily look them up for yourself using "search"):

Critical Thinking: "The objective analysis of facts to form a judgement." This can also include analysis, synthesis, evaluation, and be able to distinguish fact from opinion.

Business Analysis: "Identifying the needs and determining the solutions to business problems."

Self-Reflection: "Reflect upon, and evaluate, his or her own experiences, memories, values and opinions in relation to a specific issue or topic."

Position Paper: "A report outlining someone's attitude, opinion, or intentions regarding a particular matter."

#### **Description of Assignments:**

**\*\*\*Note: In the Canvas system, I have turned on the feature so you can submit multiple versions of your assignment so you can obtain feedback from Turnit-in. This will allow you to obtain feedback about your writing mechanics and plagiarism that you can use to revise your**

**assignments and re-submit them. This feature will not work after the due date. It will only accept one late assignment submission.**

**If you think there is conflicting information, please refer to the course session schedule at the end of this syllabus for any updated and/or revised information concerning assignment instructions, modifications, or due dates. If there is conflicting information, the course session schedule is the final determinant for coursework.**

- 1) **Reading Assignments: Please refer to the course schedule at the end of this syllabus.**  
When you see a textbook chapter listed for a specific day, it means that you should read the chapter and be familiar with the concepts **before** coming to class because it will provide a framework for what we discuss in class for the session. You are accountable for all the material within the assigned textbook chapters so if there is a concept that you are having trouble Explaining, please raises the issue during our class.
- 2) **Individual Homework Assignments from Chapters in the Textbook: Please refer to the course schedule at the end of this syllabus.** When there is more than one question to be answered for the assignment, the overall grading points will be equally divided between the number of questions for a particular assignment. These homework assignments are graded on the A-F grading scale.
- 3) **Individual Homework Assignment #1 (Chapter 3):** YG Entertainment Personality-Job Fit Exercise: Refer to pages 47 and 49 in your textbook. (1) Explain the difference between person-job fit and person-organization fit. (2) Why were YG Entertainment employees Rosanne Park, Lalisa Manoban, Jennie Kim, and Jisoo Kim a good fit for YG? (3) What made YG managers believe they would excel as a work team? (4) In your response to questions 2 and 3, **select one** of the team members, and discuss how and why ONE of the following personality traits applies to her: Big Five Personality Test, Type A/Type B Behavior Pattern, Risk-Taking, and Self-Monitoring (managing public image based on cues from others) (5) Would YG be a good fit for you? Explain why it would or why it would not.
- 4) **Individual Homework Assignment #2 (Chapter 5):** Using YG Entertainment and their work team that we have discussed in class discuss the following:
  - a. Based on YG’s products and vision, explain how the YG work team have a sense of meaning in their work performance.
  - b. Explain the degree to which the YG work team can or has experience(ed) psychological empowerment from YG management’s shared leadership efforts.
  - c. What YG organizational practices best exemplify their effort to support the work team?
  - d. Explain whether you believe the same YG or modified YG practices could work in an American company pr a company in your home country.
- 5) **Individual Homework Assignment #3 (Chapter 9):** For this assignment, (1) discuss the methods YG management determined the employability of the BlackPink work group. (2) What role, if any, did perception bias and prospect theory have in their decision-making. (3) How do you think their selection decisions were made?

6) **Individual Homework Assignment #4 (Chapter 11):** (1) Using the YG work team’s external communication engagement methods (Weverse, Concerts, V-Live, TV Shows, Instagram, YouTube, Blinks, etc.) and the Shannon-Weaver model of communication; construct a table that explains how each communication methods fits into a section of the model. For each method of communication, you need to cover each of the five-parts below.

Communication Method:

- A. The Sender
- B. Encoding
- C. The Channel
- D. Decoding
- E. The Receiver

(2) Of the communication channels you discuss above (1), what two are the most successful? Why?

7) **Homework Assignment #5 (Chapter 15):** (1) Discuss how and why YG’s organizational culture creates a work environment (operations, marketing, research and development, sales, strategy) where their work teams are able to attract extremely loyal customers and consumers for their brand. It can also be said that their work team BlackPink has a unique subculture within YG and other work teams within YG are not as successful at building the YG brand. (2) Discuss how realistic and practical it would be for another company to create this YG culture in a Vietnamese entertainment company.

8) **Exams:** There are four multiple-choice, True/False, Short Fill-In exams. You will need to bring a #2 pencil to answer the questions on a Scantron form and will have 75 minutes to complete the 40 question exams. You can use the printed/digital versions of your textbook, PowerPoint slides, or your personal notes. You cannot use the Internet other than for your digital textbook. All of the questions are from the publisher’s test bank, and for graduate students, those marked “medium” or “hard” will be used. Undergraduates will have questions marked “easy” or “medium.”

**Individual: Course Work Institutional (ILO), and Program Student Learning Outcomes (PLO) & Course SLOs**

I/G Assignment (I = Individual, G = Group)	Course Grade Weighting	ILOs	PLOs	Instructor’s Course LOs
I/ Homework Assignments (x5, 10.4 points each)	52%	1,2,3,4,5,6,7	1,2,3,4	1,2,3
I/ Textbook Chapters: Multiple-Choice, T/F, Short-Answer fill-in Evaluation (Assessment)	48%	1,2,3,4,5,6,7	1,2,3,4	1,2,3

As you review the table above, you will notice that each assignment is connected to institutional, program, and course learning goals and outcomes. You should also see that you will have multiple opportunities to achieve most goals and outcomes throughout the course so you can build your level of competence. In addition, when you review the schedule of assignments below, you will see that you will receive feedback on your coursework throughout our course and that you can use it to improve your competency. You will also see that you will receive feedback to improve your performance for those

assignments with high point values, so you have the opportunity to improve your work before a final submission.

### Course Grade Weighting:

Category	Percent	Point(s)
Individual: Exams (1-4), Multiple-Choice, True/False, Short Fill-In questions using a scantron. You are required to bring a #2 pencil for the exams. LU provides the scantron. Each exam is valued at 12%/12 points, 75 minutes to complete, graded on A-F scale.	48%	48
Individual: Homework Assignments (x5, 10.4 points each)	52%	52
<b>Total:</b>	<b>100%</b>	<b>100</b>

### Grading

**All homework, assignment and exam grades will be posted in Canvas, and your final grade will also be listed in Blackbaud.**

As you will see below, the criteria or standard for each grade is defined. This is done because you need to understand how performance is evaluated in order to prepare for your work career. As an employee, you will have standards of performance and your work will be compared to your performance objectives. To what degree you achieve those objectives will determine if you continue to be employed, promoted, or receive some other form of organizational reward. There is nothing more frustrating if a student asks:” What do I need to do to earn an ‘A’ grade?” This question can be answered in this class. Also, if you have questions concerning a grade you received for an assignment, please refer to the corresponding grade definition below. If this does not answer your questions, please contact me.

**As in any course I teach, you may ask for a re-evaluation of your grade for an assignment. I am happy to do so. However, this can mean that the existing grade may go up, stay the same, or be lowered. If you would like to challenge a grade for an assignment, you must submit an e-mail request no more than two class sessions after you have received the original grade. For exams, if a question from the textbook’s test bank is determined to be inaccurate or confusing, the instructor may eliminate that question from the grading and adjust student scores as necessary.**

#### *Point/Grade Conversion*

100-95	A	76-74	C
94-90	A-	73-70	C-
89-87	B+	69-67	D+
86-84	B	66-60	D
83-80	B-		
79-77	C+	59 or <	F

**A = Superior performance.** A superior performance. The assignment is well-written and contains an interesting and insightful analysis. The assignment has a central theme or idea and has supporting points. The analysis or argument is supported by primary academic resources. For a grade of 100%, the standard is publication quality.

**A- = Excellent performance.** The analysis and/or argument is interesting, clear, logical, and sound. However, it is not as original, or the analysis and argument is not as in-depth as an “A” paper. The analysis, argument, or approach is not as well researched and supported as in an “A” paper.

**B+ = Very good performance.** The analysis, approach, argument is reasonably clear. The ideas are not as clearly expressed as in the “A” or “A-“categories, but the analysis, approach, or argument contains some interesting points. There are some supporting references from primary sources; however, more supporting references would have strengthened the analysis, argument, or approach.

**B = Good performance.** A good performance that demonstrates a competent grasp of the course material. The analysis, approach, or argument is not as effectively structured as it should have been. There are a few interesting ideas or points within the paper. However, the analysis, approach, or argument would have been strengthened with more thought, insight, creativity, and organization. The applicable theories and concepts are briefly covered in the key points of the analysis, the approach, or the argument. However, serious improvement in these areas is required. Reliance more on secondary data sources than primary sources of data. The ideas are not as clearly expresses as in the “B+” category above.

**B- = Above Average performance.** An above average performance. Performance indicates a competent understanding, but not to the degree as indicated in the “B” grade category above. Argument, approach, or analysis primarily based on secondary reference sources. There are some problems with the organization and structure of the argument, analysis, or approach.

**C+ = A marginally above-average performance.** The structure and organization of the approach, analysis, or argument is often ineffective, unclear or unpersuasive. The central theme is either absent or unclear. Supporting references are based solely on secondary sources. Performance is not to the “B-“ grade level above.

**C = Average performance.** An average level of performance that indicates an acceptable comprehension of the basic concepts and theories being studied. The argument, approach, or analysis is sometimes incoherent with significant organizational and structural problems. Communication is an acceptable level for a university student. Supporting references are limited and based solely on secondary sources.

**C- = Below-average performance.** A below-average performance based on deficient studying of the course material and secondary research sources. Significant grammar, style, and punctuation errors to the degree that communication is unclear. There is no identifiable approach, argument, or analysis.

**D+ = Poor performance.** A poor level of performance with very little evidence of organization and structure. Serious grammar, punctuation, and style errors. Very little evidence of an argument, analysis, or approach.

**D = Very poor performance.** A very poor level of performance. There is virtually no evidence of a thoughtful expression of analysis, argument, or approach. Incoherent and unclear communication, structure, and organization.

**F = Failing performance.** Work is not acceptable and/or timely. Academic credit is not earned. Performance borders on plagiarism.

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### Schedule & Homework Assignments

<i>Session</i>	<i>Course Outline</i>
<b>August 24</b>	<ul style="list-style-type: none"> <li>• <b>Introduction to course and syllabus review.</b></li> <li>• <b>Review of Institutional, MBA Program &amp; Course Student Learning Outcomes.</b></li> <li>• <b>Individual Homework (Due at the start of class on 8/31): Read Chapter 1</b></li> </ul>
<b>August 31</b>	<ul style="list-style-type: none"> <li>• <b>Class Session Topic: Discussion of Chapter 1</b></li> <li>• <b>Individual Homework (Due at the start of class on 9/7): Read Chapter 3.</b></li> <li>• <b>Individual Homework #1: Upload to Canvas by 9/21.</b></li> </ul>

September 7	<ul style="list-style-type: none"> <li>• Class Session Topic: Discussion of Chapter 3.</li> <li>• <b>Individual Homework (Due at the start of class on 9/14): Read Chapter 4.</b></li> </ul>
September 14	<ul style="list-style-type: none"> <li>• Class Session Topic: Discussion of Chapter 4.</li> <li>• <b>Individual Homework (Due at the start of class on 9/21): Read Chapter 5.</b></li> <li>• <b>Individual Homework #2: Upload to Canvas by 10/5.</b></li> </ul>
September 21	<ul style="list-style-type: none"> <li>• Class Session Topic: Discussion of Chapter 5.</li> <li>• <b>Individual Homework (Due at the start of class on 9/28): Read Chapter 6.</b></li> <li>• <i>Exam #1 (75 minutes): 40 Medium to Hard Multiple-Choice, True/False, Fill-in questions covering Chapters 1, 3, and 4. You can use your textbook, PowerPoint slides, and your personal notes. You cannot use the Internet, Chat AI, or anything other than the three resources listed above (textbook, PP slides, personal notes).</i></li> </ul>
September 28	<ul style="list-style-type: none"> <li>• Class Session Topic: Discussion of Chapter 6.</li> <li>• <b>Individual Homework (Due at the start of class on 10/5): Read Chapter 7.</b></li> </ul>
October 5	<ul style="list-style-type: none"> <li>• Class Session Topic: Discussion of Chapter 7.</li> <li>• <b>Individual Homework (Due at the start of class on 10/12): Read Chapter 8.</b></li> </ul>
October 12	<ul style="list-style-type: none"> <li>• Class Session Topic: Discussion of Chapter 8.</li> <li>• <b>Individual Homework (Due at the start of class on 10/19): Read Chapter 9 &amp; Chapter 10 (pages 227-238 only).</b></li> <li>• <b>Individual Homework #3: Upload to Canvas by 11/2.</b></li> <li>• <i>Exam #2 (75 minutes): 40 Medium to Hard Multiple-Choice, True/False, Short Fill-In questions covering Chapters 5, 6, and 7. You can use your textbook, PowerPoint slides, and your personal notes. You cannot use the Internet, Chat AI, or anything other than the three resources listed above (textbook, PP slides, personal notes).</i></li> </ul>
October 19	<ul style="list-style-type: none"> <li>• Class Session Topic: Discussion of Chapter 9 &amp; Chapter 10 (pages 227-238).</li> <li>• <b>Individual Homework (Due at the start of class on 10/26): Read Chapter 11.</b></li> <li>• <b>Individual Homework #4: Upload to Canvas by 11/9.</b></li> </ul>
October 26	<ul style="list-style-type: none"> <li>• Class Session Topic: Discussion of Chapter 11.</li> <li>• <b>Individual Homework (Due at the start of class on 11/2): Read Chapter 12.</b></li> </ul>
November 2	<ul style="list-style-type: none"> <li>• Class Session Topic: Discussion of Chapter 12.</li> <li>• <b>Individual Homework (Due at the start of class on 11/9): Read Chapter 13.</b></li> <li>• <i>Exam #3 (75 minutes): 40 Medium to Hard Multiple-Choice, True/False, Fill-in questions covering Chapters 8, 9, 10 (pages 227-238), and 11. You can use your textbook, PowerPoint slides, and your personal notes. You cannot use the Internet, Chat AI, or anything other than the three resources listed above (textbook, PP slides, personal notes).</i></li> </ul>
November 9	<ul style="list-style-type: none"> <li>• Class Session Topic: Discussion of Chapter 13.</li> <li>• <b>Individual Homework (Due at the start of class on 11/16): Read Chapter 14.</b></li> </ul>
November 16	<ul style="list-style-type: none"> <li>• Class Session Topic: Discussion of Chapter 14.</li> <li>• <b>Individual Homework (Due at the start of class on 11/30): Read Chapter 15: Workplace Safety, Health and Security.</b></li> <li>• <b>Individual Homework #5: Upload to Canvas by 12/7.</b></li> </ul>
November 30	<ul style="list-style-type: none"> <li>• Class Session Topic: Discussion of Chapter 15.</li> </ul>



<b>December 7</b>	<ul style="list-style-type: none"><li data-bbox="350 199 1497 373">• <i>Exam #4 (75 minutes): 40 Medium to Hard Multiple-Choice, True/False, Fill-in questions covering Chapters 12, 13, 14, and 15. You can use your textbook, PowerPoint slides, and your personal notes. You cannot use the Internet, Chat AI, or anything other than the three resources listed above (textbook, PP slides, personal notes).</i></li><li data-bbox="350 382 1497 451">• <b>Any late submission of past due assignments for partial credit NOT ACCEPTED after today.</b></li><li data-bbox="350 459 1497 487">• <b>Assignments due today NOT ACCEPTED after December 14.</b></li></ul>
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