



- Apply a decision-making methodology to improve the quality of management decisions.
- Design a business card

**Verification**

I verify that the content of this course outline is current.  
Peter Morgan

December 19, 2007

\_\_\_\_\_  
Authoring Instructor

\_\_\_\_\_  
Date

I verify that this course outline has been reviewed.  
Kevin Ribble

\_\_\_\_\_  
Program Head/Chief Instructor

\_\_\_\_\_  
Date

I verify that this course outline complies with BCIT policy.

\_\_\_\_\_  
Dean/Associate Dean

*JAN 21 2008*  
\_\_\_\_\_  
Date

Note: Should changes be required to the content of this course outline, students will be given reasonable notice.

Instructor  
Peter Morgan

Office Location: SE6 Room 327  
Office Phone: 604 451 6747  
Office Hours: <http://timetables.bcitbusiness.ca/>

**Learning Resources**

**Required:** Management Powertools: A Guide to 20 of the Most Powerful Management Tools and Techniques Ever Invented  
Author: Harry Onsman

WebCT – all course information is available on WebCT

**Assignments:** Assignments must be done on an individual basis unless otherwise specified by the instructor. Late assignments will be penalized 20% per day and will not be accepted after 5 calendar days past the due date. In exceptional circumstances flexibility and discretion will be used implementing this policy, provided the instructor is advised of the circumstances before the due date of the assignment. Students will not be given credit for the marks from group assignments unless they receive an average of a passing grade on the individual components of the evaluation.

**Makeup Tests, Exams or Quizzes:** If you miss a test, exam or quiz, you will receive zero marks. Exceptions may be made for documented medical reasons or extenuating circumstances. In such a case, it is the responsibility of the student to inform the instructor immediately.

**Ethics:** BCIT assumes that all students attending the Institute will follow a high standard of ethics. Incidents of cheating or plagiarism may, therefore, result in a grade of zero for the assignment, quiz, test, exam, or project for all parties involved and/or expulsion from the course.

**Attendance:** The attendance policy as outlined in the current BCIT Calendar will be enforced. Attendance will be taken at the beginning of each session. Students not present at that time will be recorded as absent.

**Participation:** Active participation in labs is essential to accomplish the course objectives. *All assigned reading must be done before the lab.* Criteria for assigning the grade for participation are described on page 4.

**Illness:** A doctor's note is required for any illness causing you to miss assignments, quizzes, tests, projects, or exam. At the discretion of the instructor, you may complete the work missed or have the work prorated.

**Attempts:** Students must successfully complete a course within a maximum of three attempts at the course. Students with two attempts in a single course will be allowed to repeat the course only upon special written permission from the Associate Dean. Students who have not successfully completed a course within three attempts will not be eligible to graduate from the appropriate program.

**Course Outline Changes:** The material or schedule specified in this course outline may be changed by the instructor. If changes are required, they will be announced in class.

## **Assignments**

### **Discussion Leaders**

As a discussion leader you will work with other students to find and present articles that discuss current practices, problems, or events related current business issues. More specifically, your team is expected to find several (e.g., three) articles that illustrate a business practice, problem, or event and present them to the class, and lead the class in a short discussion. Discussion may revolve around questions about the practices, how they relate to or differ from what was mentioned in the lecture or book, and a critical evaluation of their effectiveness. Or, you may discuss how a current event illustrates problems related to business or management. Your discussion topic does not necessarily have to correspond to the topic covered in the lecture on that day. Your discussion should cover from 30 to 40 minutes.

**Schedule Please note:** This is a tentative schedule. Some topics may be given additional consideration; some may be given less, should some exceptional learning opportunities be presented during the term, we will take advantage of them. Hence, there is a need for some flexibility; therefore, this schedule is subject to change at the discretion of the instructor. Should changes be required to the content of this course outline, students will be given reasonable notice.

<b>Week</b>	<b>Learning Outcomes</b>	<b>Reference/ Reading</b>	<b>Assignment/ Lab Activity</b>
Week 1 Dec 30 – Jan 4	Introduction, course overview – NO lecture this week	In class handouts	No Lecture this first week
Week 2 Jan 6 – Jan 12	Marketing	Chapter 7	
Week 3 Jan 13- Jan 19	Service Quality	Chapter 8	
Week 4 Jan 20 Jan 26	Business Cards	Special Lab	Assignment - Business Cards 20%
Week 5 Jan 27 – Feb 2	Developing Self-Awareness	Chapter 13	
Week 6 Feb 3 – Feb 9	Selecting People: Behavioural Based Interviewing	Chapter 14	
Week 7 Feb 10 – Feb 17	Controlling Tasks and Projects: Project management techniques	Chapter 17	
Week 8 Feb 17 – Feb 23	Developing People: Coaching	Chapter 18	Discussion Leaders (2 teams) (20%)
Week 9 Feb 24 – Mar 1	Developing People: Team-building	Chapter 19	
Week 10 Mar 2 – Mar 8	Time Management	Chapter 20	Discussion Leaders (2 teams)
Week 11 Mar 9 – Mar 15	Spring Break		
Week 12. Mar 16 – Mar 22	Taxes		
Week 13. Mar 23 – Mar 20	TBA		Discussion Leaders (2 teams)
Week 14 Mar 30 – Apr 5	TBA		
Week 15 Apr 7 – Apr 11	Final Exam		