



A POLYTECHNIC INSTITUTION

School of Business

Program: Business Administration

Option: GEOM

BUSA 7250
Management Skills & Applications

Start Date:	September 4, 2007				End Date:	December, 2007			
Total Hours:	3	Total Weeks:	15		Term/Level:	5	Course Credits:	3	
Hours/Week:	3	Lecture:	3	Lab:	Shop:		Seminar:	Other:	

v Instructor: Wilf Ratzburg

Office Location: SE6-305

Office Phone: 604-451-6755 or 604-925-0730 (preferred)

Office Hrs.:

E-mail Address: Wilf_Ratzburg@bcit.ca or wratzburg@my.bcit.ca
(preferred)

v Learning Resources

Recommended:

Course materials provided

v Information for Students

Assignments: Late assignments, lab reports or projects will **not** be accepted for marking. Assignments must be done on an individual basis unless otherwise specified by the instructor.

Makeup Tests, Exams or Quizzes: There will be **no** 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.

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.

v Assignment Details

The course contains four hand-in assignments. Each assignment is weighted 15%. Attendance and participation in the class discussions will contribute 20% towards the student's grade. There is one final examination, which makes up the final 20% of the student's mark.

v Course Description

This introductory course provides an overview of the basic skills of a manager. Application of these skills is acquired through a series of projects and case studies. The course begins by examining the evolution of management and organizational culture and environment. It proceeds to teach and develop the skills of decision making and the skills involved in planning, organizing, leading and controlling. Communicating effectively, teamwork, facilitating change and applying motivational techniques are also investigated.

v Evaluation

Four Assignments (15% each)	60%	Comments: Please see weekly breakdown for further details on the assignments for hand-in.
Participation	20%	
Final Exam	20%	
TOTAL	100%	

v Course Learning Outcomes/Competencies

Upon successful completion, the student will be able to:

1. Discuss the continuing evolution of management concepts, roles and philosophies.
2. Maximize individual and organizational effectiveness within the organizational culture and environment
 - * Describe how organizational culture and environment enhance or constrain the role of a manager.
 - * Develop methods for overcoming or coping with cultural and environmental constraints.
 - * Recognize the impact of cultural diversity on day-to-day operations of the organization.
3. Use a variety of decision-making models to maximize team performance.
 - * Apply a disciplined approach to decision making.
 - * Utilize creating decision making.
 - * Utilize individual or group decision making as appropriate.
 - * Appreciate the impact of decisions on others within and beyond the organization.
4. Use planning skills to manage work of self and others within the organization.
 - * Recognize the importance of planning.
 - * Use planning tools to implement organizational plans.
 - * Apply time-management strategies
 - * Plan and conduct effective meetings.
5. Maximize organizational and individual performance through the structuring of organizational, departments and jobs.
 - * Describe how structural contingencies affect individual and group behavior
6. Explain how the effective acquisition and management of human resources can lead to optimum individual performance
7. Plan and facilitate change proactively.
 - * Critically examine change theories and principles.
 - * Describe the process of facilitating and managing change.
 - * Selectively apply change strategies.
8. Use performance monitoring mechanisms to ensure organizational goals are met.
 - * Select appropriate mechanisms

- * Adapt mechanisms to specific work environments.
 - * Apply quality management techniques to facilitate improved performance.
9. Perform effectively in teams.
- * Describe group structure and stages of group development.
 - * Differentiate between teams and groups.
 - * Assess own performance in teams.
 - * Adopt behavior necessary for optimum team performance.
10. Use the appropriate leadership style for given situations.
- * Critically examine leadership theories.
 - * Recognize own existing leadership style with its strengths and limitations.
 - * Critically analyze situations and select appropriate leadership style.
 - * "Flex" own leadership style to meet the requirements of given situations and to optimize team performance.

v Verification

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



Wilfrid Ratzburg

07/08/28

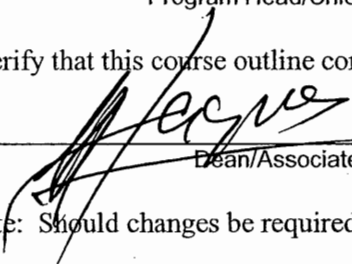
Date

I verify that this course outline has been reviewed.

Program Head/Chief Instructor

Date

I verify that this course outline complies with BCIT policy.



Dean/Associate Dean

Sept 4/07

Date

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

Week of/ Number	Topic
1	Introduction
2	Teamwork
3	Leadership
4	Leadership Skills: Planning, Motivation and Communication
5	Organization and Job Structure and Design
6	Leadership Skills: Performance Monitoring
7	Management of Human Resources and Change
8	Leadership Skills: Conflict Resolution and Discipline
9	Decision Making and Problem Solving
10	Leadership Skills: Power, Politics, and Negotiations
11	Org Culture, Environment and Ethics
12	Course Review
13	Final Exam