



**Verification**

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

Bonnie Milne



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

August 31, 2007

\_\_\_\_\_  
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.



\_\_\_\_\_  
Deputy Associate Dean

Sept 27 / 2007

\_\_\_\_\_  
Date

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

## Instructor

Bonnie Milne M.A. Office Location: SE6 Room 327  
Office Phone: 604 432 8492 Home 788 329 4059  
Office Hours: Monday 11:30 – 1:30, Tuesday 10:30 – 12:30, Thursday 10:30 – 11:30

## Learning Resources

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

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.

### Group Assignment:

**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.

## Schedule

**Please note:** This is a tentative schedule. Some topics may be give 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.

Week	Learning Outcomes	Reference/ Reading	Assignment/ Lab Activity
Week 1. Sept 10 -16	Introduction, course overview, guiding strengths	In class handouts	Strengths Appreciative Inquiry
Week 2. Sept 17-23	Vision, Strategic Intent Mission and Values	Chapter 1	Vision Assignment 1 Values Integration (20%) Strategic Intent
Week 3. Sept 24-30	Strategic Positioning	Chapter 2	Generic Strategies Assignment 1 Due
Week 4. Oct 1- 7	Balanced Scorecard	Chapter 3	
Week 5. Oct 8- 14	Scenario Planning	Chapter 4	Broadcast Scenario Plan for Europe
Week 6. Oct 15-21	Changing Cultures	Chapter 5	Organizational Culture
Week 7. Oct 22-28	Changing Cultures	Chapter 5	Individual Leadership and Motivation Styles
Week 8. Oct 29-Nov 04	Process Charts	Chapter 9	Assignment 2 Process Mapping (20)
Week 9. Nov 5-11	Pareto Analysis	Chapter 10	
Week 10. Nov 12-18	Goal Setting	Chapter 11	Assignment 3 Goal Setting (20%)
Week 11. Nov 19-25	Empowerment	Chapter 12	Assignment 3 Goal Setting due
Week 12. Nov 26-Dec 2	Appreciative Inquiry		Assignment 4 Appreciative Inquiry (20%)
Week 13. Dec 3-9	Applications		Assignment 4 Appreciative Inquiry Due