

## COURSE OUTLINE: FALL 2018-2019

### MGMT 201: Principles of Management

**Instructor: Dr. Salime Mehtap (Smadi)**

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**Office Hours:** Sun/Thurs: 14.00-15.20 and 16.50-18.00

Tues: 10.00-11.00

### Catalog Course Objective and Description

This course takes a contemporary approach to understanding the essential principles of modern management. The text is written from the perspective of present and future managers, our students, to illustrate, in a hands-on manner, the problems and opportunities our students will face.

The course will cover current management theories, research, and practice. Course content is a synthesis of behavioral sciences concepts that provide the basic framework for the practice of management. Topics include organizational goals and responsibilities, organizational control, decision-making theory, planning, leadership, motivation, small group behavior, conflict and organizational development and change. **Prerequisites: ENGL 102**

#### Textbook:

Gareth R. Jones, Jennifer M. George and Omar Belkhodja (2013) ***Contemporary Management***, 6th Edition. McGraw-Hill, ISBN 978-0-07-131808-2

#### **AUK College of Business and Economics Mission Statement**

The College of Business and Economics prepares students through an American educational experience combining quality intellectual challenge and ethical professional practice for careers in Kuwait and beyond.

The focus is on:

- Developing business in Kuwait and the Gulf
- Supporting rigorous programs that foster excellence in business teaching and scholarship
- Working together to learn and disseminate socially responsible practices to advance society

## **Student Learning Outcomes**

AUK is devoted to providing students with what they need in order to become leaders in organizations, society and a lifetime of contribution. Accordingly;

- Students will learn to interact among themselves and with their faculty
- Students will learn not only the fundamentals, but also how to integrate and solve management problems from multidisciplinary perspectives.
- Students will achieve conceptual understanding, decision-making skills and appreciation of life-long education.
- Students will be encouraged to take personal responsibility and act ethically in all they do at the University, and as outlined in the AUK Code of Ethics. They will start the process of understanding what moral responsibility is in the context of organizations and society.
- Students will develop leadership and team skills, and deep understanding of the functions of management: Planning, Organizing, Leading, and Controlling.

## **Course Learning Outcomes in Relation to the College's Learning Goals:**

Program Goal	Learning Objective, Students will:
Critical Thinking and Decision Skills	Demonstrate critical thinking skills with application of management to business situations.
Ethics and Social Responsibility	Apply ethical reasoning and social responsibility aspects of business situations in management
Global, Regional, and Multi-cultural Aspects of Business	Assess global, regional and multicultural aspects of business operations and their impacts on management.
Communication Skills	Demonstrate written and oral and presentation skills related to business management.

- Critical thinking and decision skills are developed through course material, exams, class discussions, written assignments, and group projects which include empirical research components, PowerPoint outlines, PowerPoint slides, and oral presentations.
- Ethics and social responsibility skills are developed through course material, class discussions, written assignments, and research based group projects.
- Global, regional, and multi-cultural aspects of Business skills are developed through course material, class discussions, written assignments, and group projects which include a research component.
- Communication skills are developed through course material, exams, class discussions, written assignments, presentations, and group projects which include a research components, PowerPoint outlines, PowerPoint slides, and oral presentations.

**Assessment:**

Instrument	Percentage %
First Exam (Chp 1, 2, 3, 4)	25
Second Exam (Chp 5,6,7,8)	25
Final Exam (Chp 9,10,12,13) (During the final week)	25
Attendance and Participation	5
In class activities/assessment exercises	10
Group presentation	10

**Group Research and Presentation:**

Students will work in groups of 4 to analyze a local business of their choice according to the key management concepts that were covered during the course. At the end of the semester, the group must present their findings in a class.

Students are expected to present information about the company's: Vision/mission statement/ organizational structure/ major stakeholders/ customer relations/ marketing & social media strategies/ utilization of technology and innovation etc.

More information about the research, grading rubric and the deadline will be given in class.

**Course Grade scale:**

The grading scale used in the course is the same as that appearing in the AUK Academic Catalogue:

**Attendance**

According to AUK by-laws, class attendance is mandatory. Attendance will be taken at the end of each class. The student is allowed a maximum of 10 extra minutes to arrive to class after it has started. Those students who are late more than 10 minutes will not be admitted to the classroom and will be considered absent. Likewise any student who leaves before the end of the class and who has not presented a valid excuse will be considered absent.

According to the University regulations absence from class can result in an F grade. **A maximum of 6 absences are allowed. You will also be allowed an additional TWO free absences which you may use at your discretion for 'emergency' situations/travel/sleeping-in/bad hair days etc.** After that an F grade may be given in the course. Any medical records or emergencies must be officially certified by the university officials prior to submitting to the instructor. Acceptance of these records is at the discretion of the instructor. The student is responsible for keeping track of his/her absences and withdrawing from the course, if they have exceeded the absence limit. Please refer to the AUK Academic Catalogue for the University's Attendance Policy.

### Topics Covered (Tentative)\*:

<i>Introduction</i>	The World of Business & Management
Chapter 1	The Managers and Managing
Chapter 2	The Evolution of Management Thought
Chapter 3	Organizational Culture
Chapter 4	Ethics and Social Responsibility
	<b>FIRST EXAM (Thursday Nov 1<sup>st</sup>, 2018)</b>
Chapter 5	Managing Diverse Employees in a Multicultural Environment
Chapter 6	Managing in the Global Environment
Chapter 7	The Manager as a Decision Maker
Chapter 8	The Manager as a Planner and Strategist
	<b>SECOND EXAM (to be announced in class)</b>
Chapter 9	Managing Organizational Structure
Chapter 10	Organizational Control, Change, and Innovation
Chapter 12	Motivation & Performance
Chapter 13	Leadership
<i>Week before the finals</i>	<b>Presentation on Kuwaiti businesses, leadership and management practices</b>
	<b>FINAL EXAM (During AUK Finals Period)</b>

**\*Please note that the Instructor reserves the right to change any aspects of the syllabus anytime if needed. Changes will be announced in class, before they go into effect. It is your responsibility to stay up to date with all changes announced in class.**

### Class Policies

**Class participation and learning:** This is an interactive class where teamwork and the exchange of ideas between instructor and students are encouraged. Students are highly expected to contribute ideas, thoughts, experiences, and arguments to the class discussion. Although overviews of key points and issues are provided, we require that students comprehend the materials in detail, raise questions and ideas, and create a “lively” class, meaning that students must read and prepare readings assigned prior to coming to the class. The PowerPoint slides/material written on the whiteboard are only supplementary materials that aid in the learning process. Students are expected to buy the assigned textbook and to do additional reading and research on the topic. The instructor will also provide extra handouts and materials when necessary.

**Academic Integrity Policy:** Honesty, integrity and ethical conduct are very important in our private, social and professional lives. I believe in your honesty and integrity unless you give me an indication to doubt you. All students need to follow the Students’ Code of Conduct available for your information in the AUK catalogue.

All forms of cheating and plagiarism will automatically result in a ZERO grade for the course.

**Disability Accommodation:** If you believe that you need accommodations for a disability, kindly arrange for an appointment with Dr. Huda Shaaban ([hshaaban@auk.edu.kw](mailto:hshaaban@auk.edu.kw)) at the Counseling Center located in front of Gate 2. All disability-related accommodations require registration with the Counseling Center and are not applied retroactively, so please contact Dr. Huda Shaaban as soon as possible. I will be informed accordingly and I will certainly accommodate your request within reason.

**Communication with instructor:** Students are expected to correspond on course matters from their “auk.edu.kw” email address. Students are also expected to check their email daily for announcements related to the course and if there is a change in schedule due to an emergency. I will do my best to answer your email within 24-48 hours.

**Late work and missed exams:** Normally late assignments will **not** be accepted. Exceptions may be made, with appropriate notice (i.e. 24 hours advance), where unusual circumstances permit. A student that fails to sit for the exam during the scheduled exam period **will not be given** a MAKE-UP exam (regardless of the excuse and any medical reports that are presented). The only exception is if the student has been hospitalized for a serious medical condition and supporting in-patient documentation can be provided. In this case, the instructor will work with the student in order to find an appropriate solution. No additional, individual projects are assigned at the end of the semester in order to increase one’s grade.

**Written assignments:** Written assignments are to be typed and will be graded for form as well as content. Errors in spelling, grammar or punctuation can detract from or distort the message you are trying to communicate. As a result, such errors may lower your grade. Please visit the Writing Center and make use of widely-available guides and references for effective writing, and report compilation styles.

**Side conversation:** Side conversation makes it difficult for your classmates to actively listen and learn. So, please be considerate of others. If side conversation persists, you will be asked to leave the class and use a more appropriate setting for social interaction. Of course, you will be considered absent from that particular class. Note-taking must be done by hand. You are expected to pay attention and join in individual and group discussions. This will help you master the material.

**Courtesies expected:** Students are expected to behave in a manner that befits an AUK student at all times, showing necessary respect and tolerance to all those present in the classroom. All cellular telephones must be turned-off during class. Cellular telephones are disruptive and I should not see, feel, hear or perceive it during my class time. If you fail to do so, you will be asked to leave the class. Of course, you will be considered absent from that particular class. The use of mobile phones and smart watches are also prohibited during exams and quizzes. If you need to leave the class for whatever reason (even briefly) please do so discreetly, in order to not disrupt the lecture.

**Honesty and Conduct:** Research is about honesty and truthfulness. Students are expected to read and observe the code of academic honesty in the AUK catalogue. Particular attention is drawn to the policies on plagiarism, inappropriate collaboration, and dishonesty during exams

I am here to facilitate your learning process and I hope that this journey will be a memorable experience for all involved. I truly understand that all students worry about grades. If you put in the maximum effort, then it will reflect in the grade you earn at the end of the semester. Remember that if you have any problem or grievance regarding any aspect of the course, please feel free to contact me during or outside of office hours in order to address your problem.

**I wish all of you a successful semester.**