



Course Syllabus
SEMESTER
The School of Business, Hospitality Management, and Public Safety

Course Name:	Principles of Management
Course & Section Number:	BUS120-XXX
Meeting Day(s) & Time(s):	
Credits:	3
Contact Hours:	3
Instructor's Name:*	
Office Hours & Location:	By appointment
OCC Phone:	
OCC Email:**	
Additional Contact Information:	School of Business, Hospitality Management and Public Safety - (567) 661-7280

****Please use only Owens' email for course communications. Include your course section in the subject line (ex. BUS120-XXX).**

Catalog description:

Introduces the student to the basic management functions: planning, organizing, staffing, leading, and controlling. The practical skills needed to succeed as a supervisor will be introduced. Includes contemporary topics such as self-managed work teams, motivating a diverse workforce, coaching, facilitating skills, managing change, TQM, empowerment, and effective discipline.

Co-requisites: NONE

Prerequisites: NONE

Inclusive Access

This course features an Inclusive Access product where course materials are delivered digitally on the first day of class and are included in your course fee.

Have questions about Inclusive Access? Contact our [IA Support](#) team.

INCLUSIVE ACCESS

Inclusive Access - Access this item in Blackboard.

CONNECT ONLINE ACCESS FOR MANAGEMENT

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Inclusive Access (I.A.) Materials are included in the cost of this course to provide students with day one access to required course materials and to save students money through lower negotiated rates with publishers. You should receive an email to your Owens Community College email from the Owens e-Campus Bookstore on the first day of class, if not before, with the subject line, “Your inclusive Access Materials.” Be sure to check your spam (junk email) if you do not find it in your inbox. To access the I.A. Materials, you must use a link provided in the Blackboard course. This link in Blackboard could be labeled “Course Materials by e-Campus” or it could be an online activity/assignment that the instructor has linked to Blackboard. Contact your instructor immediately if you are unable to access the I.A. Materials.

What You Will Learn in the Course

Course Objectives:

1. Identify the functions of a manager, the skills needed to be successful, and the nature of managerial work.
2. Describe the organization's internal and external environment, the nature of an organization's culture, and trends in diversity and multiculturalism in the workforce.
3. Examine the nature of ethics and emerging ethical issues in organizations and the concept of social responsibility.
4. Describe the basic elements of planning and goal setting.
5. Interpret the nature of the strategic planning process and the formulation of corporate and business-level strategies.
6. Use the decision-making process and the behavioral aspects of decision-making.
7. Illustrate the basic organizing principles in terms of job design, departmentalization, and reporting relationships.
8. Sketch the basic forms of organizational design and the factors influencing design.
9. Describe the nature of organizational change and the approaches to manage change in addition to the concept of innovation.
10. Explain the basic human resource principles and the tasks of attracting, developing, and maintaining human resources.
11. Describe the basic elements of individual behavior in organizations including personality, attitudes, perception, and the impact of stress.
12. Facilitate the concept of motivation and the different theories and popular motivational strategies.
13. Apply leadership powers and theories the different approaches to leadership along with political behavior in organizations.
14. Exhibit the communication process, the forms of communication, and techniques to improve the communication skills of managers.
15. Experience the types of teams in organizations, the characteristics of successful teams, the nature of conflict, and strategies to manage conflict.
16. Identify the purpose of control and the types of operations, financial, and structural control.

Student Learning Outcomes:

Students will:

Outcome	Where assessed
SLO 1: Apply the basic tenets of strategic, tactical, operational, and contingency planning.	DB2, Test 1, Classroom activity, Connect Video Case
SLO 2: Analyze the role of ethics and social responsibility in managerial decision-making and organizational behavior.	DB 1, CSR Assessment, Classroom activity, Test 1
SLO 3: Describe leadership styles and motivational theories and how they influence employee behavior.	SGITR, What-if, DB4, Connect Video Case, Classroom activity, Test 2
SLO 4: Compare and contrast traditional performance measurement systems and a balanced scorecard.	SGITR, Connect Video Case, Test 2

Institutional General Education Competencies:

As a student at Owens Community College, you will take General Education courses as part of your degree program. While specific to the General Education courses, they will be reinforced in many of your degree program major courses and may be measured in your capstone course(s) and others as identified.

Competency	Where assessed
Communicate effectively.	DBs 1-4, What-if, SGITR
Think analytically, critically, and creatively.	DB 3, What-if, SGITR

Academic Support

Disability Services Resource Center: If you have a disability or acquire one, you may be entitled to receive reasonable accommodations intended to ensure you equal opportunity to participate in and benefit from the program. To receive more information or to register for accommodations, please contact the Disability Resource Center at 567-661-7007, email disability@owens.edu, visit <https://www.owens.edu/disability/>, or stop by College Hall 124.

Tutoring Services: Owens Community College offers academic tutoring and assistance in a variety of subjects, including accounting, computing, economics, mathematics, science, and writing. For more information, go to: <https://www.owens.edu/successcenters/>.

Counseling Services: Counseling Services assist students experiencing personal, educational, interpersonal/relationship, family, social, or psychological difficulties. If you feel you may benefit from this service, please contact them at counselingservices@owens.edu. More information is at <https://www.owens.edu/counseling/>.

Campus and Community Connections: The Center for Campus and Community Connections (College Hall 123) is a walk-in office created to provide retention support through resource stability initiatives and community connections. Go here for more information: <https://www.owens.edu/connection/> or contact connections@owens.edu

Owens Library: The Owens Library offers two locations (Toledo and Findlay) as well as online resources. For more information, visit <https://www.owens.edu/library/>.

Students can find more information on campus resources, student support, student life, and security at this [link](#).

General Information

Student Code of Conduct: All students are expected to follow Owens Community College's Student Code of Conduct, which includes academic honesty, encompassing plagiarism. See the Board Policy for more information.

Anti-Discrimination and Harassment & Title IX/Sexual Misconduct: All students, faculty, and staff are expected to follow Owens Community College's Anti-Discrimination and Harassment Policy and the College's Title IX Policy/Sexual Misconduct Procedures and Guidelines. The College strictly prohibits and will not tolerate harassment, discrimination, intimidation, or hostile/offensive working or learning environments.

Use of AI Tools: In this course, students are encouraged to explore and utilize generative AI tools, such as chatbots, text generators, paraphraser, etc., as part of their learning and coursework. Proper attribution and transparency about your usage of an AI tool are expected. Here are some examples of ethical and responsible generative AI use.

- Use AI tools only for tasks that are appropriate for your level of learning and understanding. Do not use AI tools to replace your thinking or analysis, or to avoid engaging with the course content.
- Cite any AI tools you use properly, following the citation style specified by the instructor. APA Example:
 - OpenAI. (2024). *ChatGPT* (Mar 14 version) [Large language model]. <https://chat.openai.com/chat>
- Provide evidence of how you used the AI tool and how it contributed to your assignment. Explain what you learned from the AI tool, how you verified its accuracy and reliability, how you integrated its output with your work, and how you acknowledged its limitations and biases.
- Take full responsibility for any mistakes or errors made by the AI tool. Do not rely on the AI tool to produce flawless or correct results. Always check and edit the output before submitting your work. If you discover any inaccuracies or inconsistencies in the document after submission, notify the instructor immediately and correct them as soon as possible.
- If you are working on a group assignment, discuss the use of AI tools with your group members and agree on how you plan to use them and how you will be transparent with the instructor regarding their use.
- **I encourage you to use AI tools when completing assignments. HOWEVER, they should use them with caution and with proper citation. AI is not a replacement for your thinking and research. You will receive zero points on any assignment where I determine you use a ChatGPT-like source without providing proper citations (APA style – [Here's a link to Purdue Owl](#), a great resource for writing style and citations!)**

If you have any questions about what constitutes ethical and responsible use of AI tools, please consult with the instructor before submitting your work.

Religious Accommodations: A student seeking an accommodation for an absence permitted under Ohio's Testing Your Faith Act must provide the instructor with a written email notice with the specific dates for an absence, and must do so not later than fourteen (14) days after the first day of instruction. Alternative accommodations are not retroactive, and no academic penalty will be imposed for an absence under the policy*. The request for an alternative accommodation will be kept confidential. Students with questions about a religious accommodation under Ohio's Testing Your Faith Act may contact the College's Office of Academic Affairs: provost@owens.edu

The policy may be found on the Owens website: [3358:11-2-63 Accommodation](#) for a Student Absence for the Observance of Religious Beliefs and Practices Policy

Document Collection: Throughout the semester, your instructors may ask for a variety of assignments, including tests and/or quizzes for student learning of institutional general education competencies or program assessment. Please save all your class materials until the end of the semester.

Classroom Admittance: OCC classes shall only be attended by the officially registered OCC students or prospective students, instructor of record, guest lecturer, or substitute. Visitors are not permitted to be in the classroom and should not be invited to attend or participate in the class. See [FERPA](#) regulations for more information.

Student & Instructor Responsibilities

General Student Responsibilities:

- **Course Announcements:** Watch for weekly announcements from me, but also intra-week announcements.
- **Course Communication:** Use only Owens' email for course communications. Include your course section in your correspondence (ex., BUS120-002).
- **Assignment Prep:** Read the chapters, instructions, rubrics, and, where applicable, watch the instructor's assignment description videos, if applicable, before attempting all course assignments.
- **Assignment Submissions:** **USE THE ASSIGNMENT WORKSHEETS** I provide for the Discussion Boards, What-if, and SGITR assignments located in each **OFFSITE ASSIGNMENT SET** Activity Folders. If you cannot access the worksheet, submit your work via MS Word (*.docx) or Portable Document Format (*.pdf).
- **Assignment Due Dates:** Submit all assignments on or before the specified due date. Please alert me if you miss the due date, and I will work with you! For details about late submissions, refer to the Make-up Policy on page 10 of this syllabus.
- **NOTE:** December 11, 2025, is the last day students can drop the course without receiving an official letter grade. Please consult with your academic advisor prior to the end of the semester to review options.
- **Student professionalism:** Be professional in all instructor and student communications (i.e., Discussion Boards). I monitor all class discussions.
- **Classroom decorum:**
 - Respect your fellow students and their opinions.
 - Take responsibility for your learning.
 - Be timely – habitually late hurts both you and the class.
 - Be present - read the assigned material before the class for which it is assigned and focus on the topic at hand.
 - Mute cell phones and similar devices.
 - Limit conversations in class to one at a time. All will have a chance to speak.
 - **Above all, realize it is OK to have serious fun!**

General Instructor Responsibilities:

- **Course Communication:** I will provide weekly announcements outlining what assignments are due and any other important additions/changes to the course.
- **Grading assignments:** Assignments that are submitted by the due date will be graded and returned/recorded in the grade center within 1 week. All feedback will be posted on **BLACKBOARD ULTRA**.
- **Answering emails:** I will respond to your emails within 24 hours Monday-Friday, and 48 hours during weekends.
- **In-person availability:** Before or after class, and during Office Hours (see page 1).

Course Overview/Navigation:

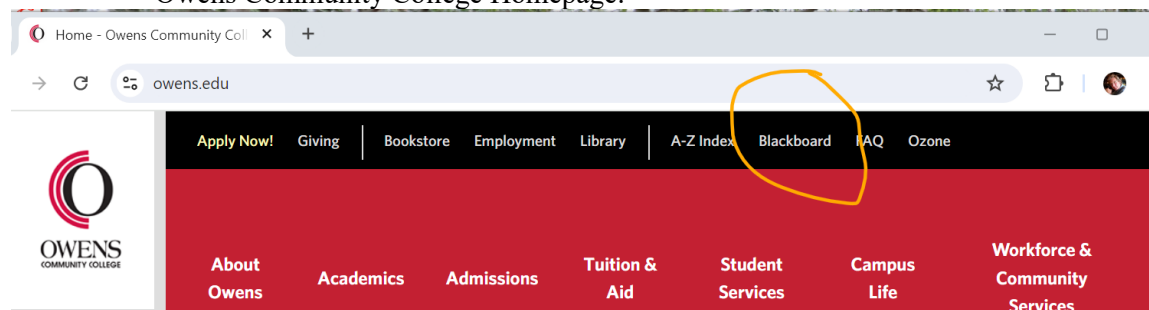
You are enrolled in a F2F (face-to-face) or on premise course. Most of the action will take place in the classroom with you, the student, expected to follow a code of conduct addressed later. There will be a significant amount of assignments that will be web-based, using both the **BLACKBOARD ULTRA LEARNING SYSTEM** and the McGraw-Hill publisher's Connect Learning Management System (LMS). I describe both systems below.

BLACKBOARD ULTRA is a learning management system (LMS) that contains a plethora of information about this course, including the course syllabus, chapter outlines, chapter quizzes, PowerPoint slides, sample quizzes, and links to many related websites. More importantly, you will use **BLACKBOARD ULTRA** to review course **ANNOUNCEMENTS**, **ASSIGNMENTS**, and **CHANGES TO SCHEDULES**, **COMPLETE ASSIGNMENT QUIZZES**, take part in online conversations with your fellow students and me, and submit your **ASSIGNMENTS** to me electronically. I will maintain your course grades in this tool.

Course Navigation:

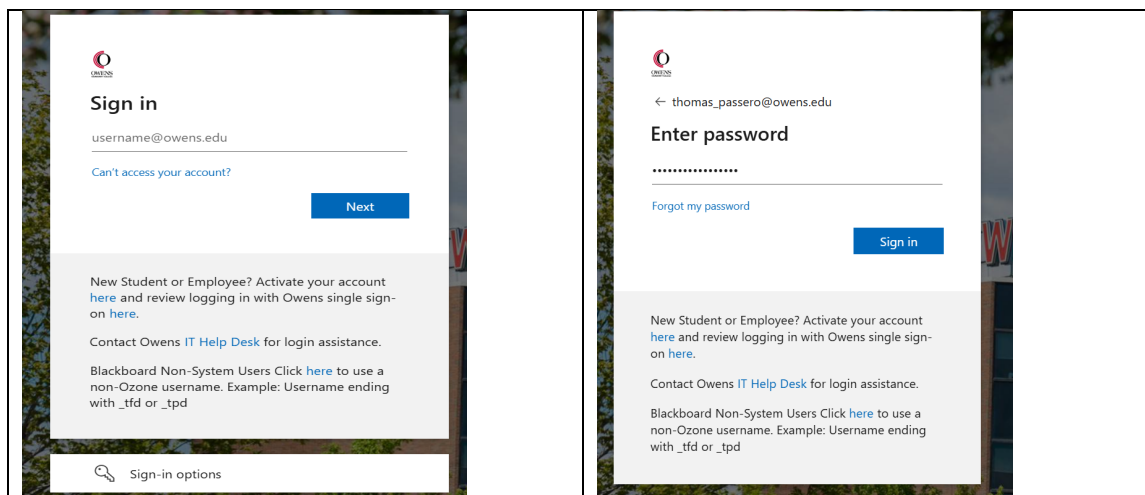
Here are the login instructions for **BLACKBOARD ULTRA**:

1. Logging into **BLACKBOARD** is as simple as clicking the **BLACKBOARD** link at the top of the Owens Community College Homepage:

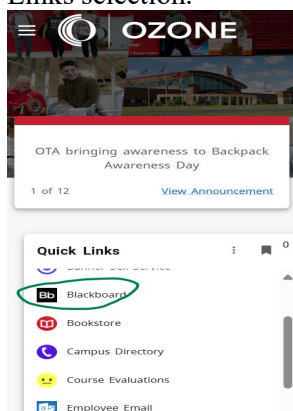


BLACKBOARD ULTRA navigation instructions (continued):

2. You will then get a prompt to sign in with your Owens User Name and Password



3. This will take you to your Ozone page where you will click **BLACKBOARD** from the Quick Links selection.



4. Another way is to click **OZONE**, sign in, and then click **BLACKBOARD**.
5. Choose the courses in which you are enrolled (e.g., **2025FA.BUS120-002: Principles of Management**)
6. Here are instructions for important **BLACKBOARD ULTRA** functions:
 - a. To view weekly announcements
 - i. Click **ANNOUNCEMENTS** at the top of the screen
 - ii. View the most recent and/or past announcements. I do not delete them; you may catch up on ones missed – but please don't let that happen! Keep current!
 - b. To view weekly assignments: two methods
 - i. Click **CONTENT** at the top of the screen, then scroll and click **ASSIGNMENT SETS** you wish to see.
 - ii. **OR**
 - iii. Click **CALENDAR** at the top of the screen, then **DUE DATES** to see the Assignment Set activities, sorted by due date.

BLACKBOARD ULTRA navigation instructions (continued):

- c. **To retrieve posted documents (syllabus, bio, slides, etc.)**
 - i. Click **CONTENT**, then the document you wish to download (note: it could be in a folder, document, or Assignment Set)
 - ii. Click the **DOWNLOAD ICON** (square with a downward arrow) to place the document in a location of your choice.
- d. **To submit assignments,**
 - i. Click **CONTENT** then **ASSIGNMENT SET**.
 - ii. Click **ASSIGNMENT SET X ACTIVITIES**, then the specific activity you complete.
 - iii. Scroll to the bottom of that screen and upload your files in the **SUBMISSION** location.

7. To view your grade,

- a. Click **GRADEBOOK** at the top of the **BLACKBOARD ULTRA** screen
- b. You will see the items due during the course, their due date, and points earned versus points available by assignment.
- c. You may access each unsubmitted assignment from this screen if you so choose (or access the assignments from the Content screen as explained earlier).

McGraw Hill Connect – mandatory for this course – is a learning management system (LMS) from the publisher of the *Management* textbook. It is extremely content-rich and includes many helpful tools: Learning objectives, PowerPoint slides, sample quizzes, videos, management cases, glossaries, e-book chapters, etc. All the material found on the *Connect* site is updated to the Owens Custom edition of the textbook. **Connect is part of your Inclusive Access!**

- Here is how to register (**IMPORTANT STEPS – REGISTER THROUGH BLACKBOARD ULTRA! NOT DOING SO WILL CAUSE GRADE TRANSFER PROBLEMS!**):
 - 1. Sign in to the **BUS120-002 BLACKBOARD ULTRA** class website.
 - 2. Click on **OFFSITE ASSIGNMENT SET ONE** – then the **Connect CSR Assessment**.
You will be given steps on how to register with *Connect*.
 - 3. You only need to do this once.
- All the *Connect* assignments for this course are placed in the **OFFSITE ASSIGNMENT SET** buckets like the one above. **THIS IS THE EASIEST WAY TO GET TO THE Connect ASSIGNMENTS!!!!**

Assignment Due Dates and Gradebook

I have indicated the assignments due each week at the end of this syllabus and via the **BLACKBOARD ULTRA ASSIGNMENTS FOLDER**. You must review the **ASSIGNMENTS** folder each week to ensure you have all the necessary information to complete the required tasks. On-time assignments are assignments *electronically* delivered to me via **BLACKBOARD ULTRA** on or before the **REQUIRED DUE DATE AND TIME**.

The **BLACKBOARD ULTRA GRADEBOOK** shows you the points you earned verses the possible points per activity. **PLEASE NOTE** that the **GRADEBOOK** only shows points for those activities you completed, not the total possible points for the course (1000). Therefore, you should refer to the course grading scale shown below to determine your course grade.

Make-Up Policy:

All assignments are due on the date and time posted. I treat this as if you were at work and have a hard deadline which is common in the workplace. If you let me know you'll be late submitting an assignment, it must be before the due date and time that it is due. I will work with you and I will decide if an extension can be made. But do not tell me weeks or months after a due date has passed. I will not be accommodating.

How Grades are Determined, and Major Assignments

Evaluation Measure: The grade points for the areas of work are as follows.	Student Learning Outcomes Assessed	Points
Weekly Classroom Participation 30@20	SLO 1-3	600
Weekly Memo's (15@20)	SLO 1-3	300
Connect Video Cases (4 @ 25)	SLO 2-4	100
Connect Tests (2 @ 150)	SLO 1-3	300
Project Based Activity – Business Plan	SLO 1-2	500
SGITR, What-if Activity	SLO 1-4	200
Total Possible Points		*2000

Grading Scale

Grade	Points
A	1800-2000
B	1600-1799
C	1400-1599
D	1200-1399
F	0-1199

Specific Course Rules: Grading Criteria

Weekly Classroom Activities (600):

You will take part in classroom activities that reinforce the lecture and textbook materials. Each weekly activity set is worth 40 points, or 20 points per class, and you must attend class both days to receive full credit (I will take attendance). You **CANNOT** make up the points for those classes you miss.

Weekly Memos (300):

Due on the first day of class of the week, you will write a one page MEMO discussing something that is going on in the world of business. An effort to try to find something to discuss that ties with the subject matter for the week, but if not, something out of the news that is really evident and be able to discuss with the rest of the class for that day. We will tie the subject matter into the business management and seek ways that could solve or improve the situation.

Connect Videos (100):

During the semester, you will watch **FOUR** short videos and answer a few multiple-choice questions relating to the videos and the corresponding chapter content. Each video is worth 25 points. You have two attempts at each Video Case. All the videos are in their respective **OFFSITE ASSIGNMENT SET** locations.

Please note that all the Connect Video Cases will be available at the beginning of their respective OFFSITE ASSIGNMENT SET Start Dates, and MUST BE DONE BY THEIR RESPECTIVE DUE DATES!

Connect Tests (300):

You will take **TWO** multiple-choice tests during the term, each worth 150 points. Each test will be available online via **BLACKBOARD ULTRA/Connect**.

What-if Activity (100):

Near the end of the semester, you will complete a “what-if” questionnaire that allows you to reflect on the course and your experience. This activity is worth 100 points. The **MANDATORY WORKSHEET will be provided!**

SGITR Film Activity (100):

At the end of the semester, you will watch a full-length documentary that contains many of the management elements you studied and demonstrated this semester, and complete an activity associated with the film worth 100 points. The film, outline, AND **MANDATORY WORKSHEET** will be provided!

Important Dates to Remember (for 16-week classes): SEMESTER	
DATE	Semester Begins
DATE	Last day to ADD 16-week classes (w/o faculty signature)
DATE	Last day to DROP (100% refund)
DATE	Last day to DROP (60% refund)
DATE	Last day to DROP (50% refund)
DATE	Exam Week
DATE	Last Day of Classes
DATE	Last Day to Drop Course Without a Letter Grade
DATE	Commencement

BUS 120-XXX SEMESTER Assignment Calendar*

Week	Dates (T, R)	Chapters	Assignments Due*
1	DATE	- Intro to BUS120 - Chapter 1: Overview	MEMO, class projects
2	DATE	- Chapter 4: Global Management - Chapter 3: Environment & Ethics - Closed DATE	MEMO, class projects, Business Plan group work
3	DATE	Chapter 5: Planning Overview	MEMO, class projects, Business Plan group work
4	DATE	Chapter 6: Strategic Management	MEMO, class projects, Business Plan group work
5	DATE	Chapter 7: Decision-Making	MEMO, class projects, Business Plan group work
6	DATE	- Chapter 8: Organization Blocks - Chapter 10: Organization Change	MEMO, class projects, Business Plan group work
7	DATE	Project work, Review, Speaker, class projects	MEMO, class projects, Business Plan group work - Connect Test 1: Chapters 1-7 - Chapter 6 Connect Video: CVS
8	DATE	Chapter 9: Human Resources	MEMO, class projects, Business Plan group work
9	DATE	Chapter 12: Motivation	MEMO, class projects, Business Plan group work
10	DATE	Chapter 13: Groups, Teams, & Conflict Management	MEMO, class projects, Business Plan group work
11	DATE	Chapter 14: Leadership	MEMO, class projects, Business Plan group work
12	DATE	- Rough Draft of Business Plan due - Practice Presenting PowerPoint	MEMO, class projects, Business Plan group work - Connect Test 2: Chapters 8-14 - Chapter 12 Connect Video: Blind Date
13	DATE	- Chapter 15: Communication - Chapter 16: Control & QM	MEMO, class projects, Business Plan group work
14	DATE	Work on designated chapters, in class work	MEMO, class projects, Business Plan group work - What-if Exercise - Chapter 14 Connect Video: AMEX
15	DATE	- Chapter 11: Personality/Temperament tests - Present Business Plan	MEMO, class projects, Business Plan group
16	DATE	FINALS WEEK – Remaining assignments due DATE	- SGITR - Chapter 16 Connect Video: TQM at Chipotle

Disclaimer: The instructor reserves the right to amend this syllabus and will communicate changes to the students in the course. Please note that while unlikely, there is a possibility courses might need to change the delivery method due to external issues like public health concerns, weather issues, etc. If this happens, the college will communicate any changes via email and/or other communication methods.