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Office hours: Tues./Thurs., 5-6 P.M.

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Human Resource Management

This course covers the human resources function and related elements and activities. You will learn about the evolution in human resources management. Emphasis is placed on the modern day importance of HRM and the new “corporate view” of the function. Additionally, you will be exposed to the view of HRM from the perception of both management and subordinate employees. Topics include employment discrimination, managing diversity, managing the size of the workforce, job analysis, recruitment, selection, training, compensation, performance evaluation, union-management relations, career management, employer and employee rights, and expatriate management. You will be exposed to practical situations and problem solving regarding areas of employee counseling, discipline and termination. Equal Employment Opportunity will be discussed in terms of its need, importance and the legal issues surrounding it. Other critical areas of training and development, staffing and strategy will also be explored.

Required Text

Bohlander, George & Snell, Scott, Managing Human Resources, 15th edition, South-Western CENGAGE Learning. ISBN-978-0-324-59331-0

Web pages will be referenced throughout the term, contents of which you also will be responsible.

9/8	<p>Introductions. Course syllabus. Profile sheet.</p> <p>In class, from page 5, in small groups, select an “Employee Concern” and describe, how it can be an issue and how you can address it?</p> <p>Homework: In small teams of 2-3, select one of the following-GATT, NAFTA, APEC, or WTO and prepare a 10-minute presentation (due 9/22)</p> <p>Homework: Individually, research 2-3 of the websites on page 8 of your text. Be prepared to discuss points from one of them that highlights a specific issue that you feel is most relevant to today’s businesses, particularly as it pertains to HRM. Submit a ½ page write up at the end of class. (due 9/13). Read chapter 1.</p>
9/13	<p>Quiz on Chapter 1-“The Challenges of Human Resources Management”</p> <p>In small groups, discuss a time when a change was needed and failed in your school, team, organization, family or workplace and identify from items 1-8 on page 12-13 which ones were the cause. What could have changed the result? Share one/story group with the class</p> <p>In groups of 2-4, discuss 1 question from questions 1-4 from page 41. Be prepared to share with the class.</p> <p>“Allstate” video.</p> <p>Homework: Read Case Study 2, “Professional Products”, page 44 (due 9/20, one page response to the 3 ?’s. Be ready to discuss in class).</p> <p>Homework:“The way management treats the employees is the way employees will treat the customers.”</p>

	<p>This statement can be proven by reading <i>Fortune</i> magazine's annual ranking of the "100 Best Companies to Work for." Locate the link to the most recent edition at www.fortune.com. Learn about these highly ranked companies and how their HR focus contributes to their landing on this list. In a one-page paper, document at least 10 ways HR contributes. (Due 9/27).</p> <p>Homework: Research various Mission, Visions and Values (MVV). Write a 1-2 page paper on one business whose MVV makes for a strong HR environment. (due 10/6). Homework-Read Chapter 2.</p>
9/20	<p>Quiz on Chapter 2-"Strategy and Human Resources Management" "Focus Human Resources" video. Case study "Professional Products" discussion and paper.</p>
9/22	<p>Group presentations on GATT, NAFTA APEC or WTO. "Babe" clip and discussion. "U571" clip and discussion Presentation on Chapter-discussion of Mission, Vision, Values (CC) Homework-Read Chapter 3. Homework-Read "Can FIDO Come to Work?" Address the 4 questions in a one-page paper. Be prepared to discuss. Due 9/27.</p>
9/27	<p>Quiz on Chapter 3-"Equal Opportunity and Human Resources Management" "Texas Instruments" video 100 Best Companies and how HR contributes discussion and papers due. "Can FIDO Come to Work?" discussion and paper due (from 9/22).</p>
9/29	<p>"Legally Blonde" clip and discussion. As a class, review "Test Your Knowledge of EEO Law" on page 104. Overview of the seven major laws governing EEO. Homework: Select one of the major laws and research a case in which the law was used by an employer and/or employee. Present to the class on 10/13 and turn in a one-page paper. Homework-Read Chapter 4. Homework-Using the examples on page 165, or researching your own, be able to present for 2-3 minutes on an instance when empowered employee(s) "achieved results". Due 10/4. Submit a one-page paper on this. Homework-Read "But My Job has Changed" on pages 183-184. Address the 3 questions on page 184 in a one-page paper. Be ready to discuss. Due 10/6.</p>
10/4	<p>Quiz on Chapter 4-"Job Analysis, Employee Involvement, and Flexible Work Schedules" "Zappos" video. Empowered employees presentations and papers due.</p>
10/6	<p>"Intolerable Cruelty" clip and discussion. MMV papers and discussion (from 9/13). "But My Job has Changed" case study and discussion (from 9/29). Homework-Read Chapter 5.</p>
10/11	<p>Quiz on Chapter 5-"Expanding the Talent Pool" "Texas Instruments" video. Homework- http://www.essortment.com/all/successfulrecru_pzx.htm Interview a business owner, HMR staffperson, non-profit manager, campus dept. head or anyone who manages a business. What are their most successful recruiting techniques? Where do they advertise? How? What are they looking for? How do they make the final selection? A one-page paper and presentation is due on, for I-Q, 10/20; A-H, 10/25; R-Z, 11/18. Homework-Using "Figure 5.11" on page 217 as a guide, research a business that utilizes mentors or research a business/non-profit mentor and write about her/his effectiveness on an</p>

	employee and/or the business, in general. Presentations and one-page papers due as follows: R-Z, 11/3; I-Q, 11/10; A-H, 11/17.
10/13	<p>“In Good Company” clip and discussion</p> <p>Major laws case presentations and discussion (from 9/29).</p> <p>Homework-As an individual, complete the assignment on page 236, interviewing one person, addressing the four questions. Last names ending in A-H will present on 10/20; I-Q, on 10/27; R-Z on 11/3.</p> <p>Homework-Read Chapter 6.</p>
10/18	<p>Quiz on Chapter 6-“Employee Selection”</p> <p>“Zappos” video.</p> <p>Homework: Go to http://www.ergoweb.com/resources/casestudies/ Find a case concerning ergonomics and be able to discuss in class for 10/27. Provide a one-page paper.</p>
10/20	<p>“Bowfinger” clip and discussion</p> <p>I-Q Recruitment paper and discussion (from 10/11).</p> <p>Integrity question exercise, page 268 (how would you respond?).</p> <p>Homework-Poll 5 people, asking how the 10 “candidate attributes” listed on page 286 would influence them, using the scale on the page. You may had other appropriate attributes. Due 11/1, one-page paper.</p> <p>Homework-Read Chapter 7.</p>
10/25	<p>Quiz on Chapter 7-“Training and Development”</p> <p>“Xerox” video.</p> <p>A-H Recruitment paper and discussion (from 10/11).</p> <p>Homework: Go on O*NET. Research a job you are interested in. Print info and bring to class for 11/10..</p>
10/27	<p>“Backdraft” clip and discussion</p> <p>Ergonomics website case (from 10/18)</p> <p>I-Q-Interview presentations.</p> <p>Homework-Read Chapter 8.</p>
11/1	<p>Quiz on Chapter 8-“Appraising and Improving Performance”</p> <p>“Buycostumes.com” video</p> <p>Physical attribute paper and discussion (from 10/20).</p>
11/3	<p>“Seabiscuit” clip and discussion.</p> <p>R-Z-Interview presentations.</p> <p>R-Z Mentor presentations.</p> <p>Homework-Read Chapter 9.</p>
11/8	<p>Quiz on Chapter 9-“Managing Compensation”</p> <p>“Focus Human Resources” video.</p> <p>R-Z Recruitment paper and discussion (from 10/11).</p> <p>Homework: Take a subset of questions from “50 Behavior-Based Interview Questions”. Ask a friend or colleague. Submit a 1-page paper with the results. Discuss in class. Due 11/17.</p> <p>Homework: research a performance appraisal (PA) instrument or process, bring it to class and be prepared to present on it’s effectiveness or lack of. You are welcome to use instruments from your personal work experiences. Last names A-M, due 12/1; last names N-Z, due 12/8.</p>
11/10	<p>“The Wedding Date” clip and discussion</p> <p>I-Q-Mentor presentations.</p> <p>O*NET papers and discussion (from 10/25).</p> <p>Homework: select a successful entrepreneur (check http://www.retireat21.com/top-young-entrepreneurs). Be prepared to present on the attributes of that person. Why were they</p>

	successful? Due 12/1. Homework-Complete the assignment on page 482. Due
11/15	Quiz on Chapter 10-“Pay-for-Performance: Incentive Rewards “Texas Instruments” video. Page 482 assignment discussion and paper (from 11/10). Homework: Go to http://www.wiley.com/college/businessextra/ls/ Record your learning style percentages and then record the learning hints. 1 page paper. Due 12/6.
11/17	“Scent of a Woman” clip and discussion. Mentor presentations-A-H. 50 Behavior-Based Interview Questions discussion and paper (from 11/8).
11/22	Quiz on Chapter 11-“Employee Benefits” “Erin Brockovich” clip and discussion “Texas Instruments” video.
11/29	Quiz on Chapter 12-“Promoting Safety and Health” “BuyCostumes.com” video.
12/1	“8 mile/Bridget Jones” clip and discussion Entrepreneur presentations (from 11/10). PA presentations for last names A-M.
12/6	Quiz on Chapter 13-“Employee Rights and Discipline” “Metropolis Coffee Company” video. Learning Styles papers and discussion (from 11/15).
12/8	“In Good Company” clip and discussion. PA presentations for last names N-Z. Homework-Address the 3 questions on page 651 of the UAW case. Due 12/13.
12/13	Quiz on Chapter 14-“The Dynamics of Labor Relations” “UAW” video. UAW case (from 12/8).
12/19	Finals Week

Assessment & Grading Scale

Quizzes

Fourteen (14) quizzes will be given during the term, covering material from the immediately previous and current class sessions. Format is objective, comprising multiple choice, true/false, matching, and short answer questions. Quizzes account for 40% of your final course grade.

Final Exam

A final exam will be given during the term and is scheduled for final’s week. The exam is cumulative, and will be structured like the quizzes, with the addition of essay questions requiring thoughtful application of our studies to a real-world problem. If necessary, you must arrange to take a make-up before the final class session.

Participation Policy

You are expected to participate every week and to read the chapters, participate in discussion groups and complete the assignments that will be covered in class that week. There may be times when it is impossible to participate due to a long illness, a trip or an emergency. If you miss a week’s work, it is your responsibility to find out what was covered and to complete the assignments. Please contact me and we’ll work out the arrangements.

Discussion/Participation

Through discussions and written responses to questions, you are strongly encouraged to learn to think through your own and others' experiences and insights within the context of our discussions. In short, you

are encouraged to demonstrate your internalization of our material for application in the real world. In this context, you are not being evaluated for reaching "right" conclusions, but for demonstrating your facility in forming arguments for any conclusions, given the material we will cover in class.

To give direct incentive to so engage, roughly 20% of your mark for the course will be comprised of my assessment of your classroom participation (discussions/emails) during the term. The point is not to create undue angst, but to determine your active engagement with the material in the context of the class.

Caveat

The syllabus is composed in good faith, with a schedule of readings, quizzes, homework and discussions which will guide us throughout the term. Still, the instructor reserves the right to make adjustments to this schedule as deemed necessary for the overall enterprise of the class. Any changes will be communicated as far in advance as feasible, and you are responsible for knowing if and when any changes have been made.

Make-Ups

Make-Ups will be arranged only on good evidence of unavoidable absence from class (e.g. a specific doctor's note for illness or employer-arranged out-of-town business trip or other travel).

Grading

Discussion/Presentations	25%
Quizzes	35%
Homework	25%
Final	<u>15%</u>
Total	100%*

*I'm open to and encourage additional learning opportunities that you'd like to pursue in the Human Resources Management field. If you, for example, recommend a book to the class coupled with your written summary of the author's intent, or you attend a forum at which a speaker addresses a class-related topic, or you initiate a discussion for the class to participate in, or you reference a journal article from a business magazine, please let me know. I will apply your experience/effort towards a higher grade.