



Course Syllabus

Problem Solving and Decision Making

BMGT 2303

Semester with Course Reference Number (CRN)	Fall 2017-34911
Instructor contact information (phone number and email address)	Dr. Raven Davenport 713-718-6478 raven.davenport@hccs.edu
Office Location and Hours	1215 Holman Avenue, BSCC Building Room 206, M-F 9am – 3pm (By appointment only)
Course Location/Times	Distance Education
Course Semester Credit Hours (SCH) (lecture, lab) If applicable	Credit Hours 3.00 Lecture Hours 3.00 Laboratory Hours External Hours
Total Course Contact Hours	48.00
Continuing Education Units (CEU): if applicable	
Course Length (number of weeks)	16
Type of Instruction	Online
Course Description:	Decision-making and problem-solving processes in organizations utilizing logical and creative

problem solving techniques. Application of theory is provided by experiential activities using managerial decision tools.

Course Prerequisite(s)

- ENGL 0300 or 0347
- GUST 0342 (9th -11th Grade Reading)
- MATH 0306 (Basic Math Pre-Algebra)

Academic Discipline/CTE Program Learning Outcomes

1. Identify essential management skills necessary for career success.
2. Describe the relationships of social responsibility, ethics, and law in business.
3. Construct a business plan.
4. Examine the role of strategic human resource planning in support of organizational mission and objectives.
5. Describe the impact of corporate culture and atmosphere on employee behavior.

Course Student Learning Outcomes (SLO): 4 to 7

1. Identify skills for workplace success.
2. Identify individual, group and organizational decision-making processes.
3. Apply process to solving problems using managerial decision tools.
4. Develop solutions to workplace problems.
5. Develop a network of peers.

Learning Objectives (Numbering system should be linked to SLO - e.g., 1.1, 1.2, 1.3, etc.)

- 1.1 Explain self-management in the context of being successful.
- 1.2 Describe workplace basics.
- 1.3 Explain the impact of developing good relationships through communications, motivation, and negotiation.
- 1.4 Identify career planning tools.
- 1.5 Make everyday business decisions and justify them.

SCANS and/or Core Curriculum Competencies: If applicable

A study was conducted for the Department of Labor by the American Society for Training and Development which identified the seven skills U. S. employers want most in entry level employees. These skills are motivation to learn,

basic skills, communication, teamwork, critical thinking, career development and leadership.

Course Calendar

Week	Chapter	Textbook Professionalism Skills for Workplace Success	Biz Cafe	Activities
1	Chapter 1	Attitude, Goal Setting and Life Management	Introduction to Simulation	
2	Chapter 2	Personal Financial Management	Case Preparation	
3	Chapter 3	Time and Stress Management Organization Skills	Case Quiz	
4	Chapter 4	Etiquette and Dress	Decision 1	Exam 1 Chapters 1-4
5	Chapter 5	Ethics, Politics, and Diversity	Decision 2	
6	Chapter 6	Accountability and Workplace Relationships	Decision 3	
7	Chapter 7	Quality Organizations and Service	Decision 4	
8	Chapter 8	Human Resources and Policies	Decision 5	Exam 2 Chapters 5-8
9	9 and 10	Communication and Electronic Communication	Decision 6	
10	Chapter 11	Motivation, Leadership, and Teams	Decision 7	
11	Chapter 12	Conflict and Negotiation	Decision 8	Exam 3 Chapters 9 - 12
12	Chapter 13	Job Search Skills	Decision 9	
13	Chapter 14	Resume Package	Collaborate on Final Presentation	
14	Chapter 15	Interview Techniques	Final Presentation	
15	Chapter 16	Career Changes		
16		Final Project - Portfolio		Exam 4 Chapters 13-16

Instructional Methods

Online

Student Assignments

Decision(s) One – Nine

Café Name Selection

Logo Design

Business Plan

Forecasting

Staffing

Income Statement

Balance Sheet

Management Audit

Peer Evaluation

Marketing Pricing

Case Quiz

Exam 1 – Chapters 1-4

Exam 2 – Chapters 5-8

Exam 3 – Chapters 9-12

Exam 4 Chapters 13-16

Student Assessment(s)

Instructor's Requirements

Students are expected to maintain a state of **technical compliance**, including (but not limited to): up-to-date software as required by the instructor; a stable Internet connection; and use of the Firefox browser when using Eagle Online.

The instructor is NOT required to give consideration for lost/missing/unacceptable work stemming from technical non-compliance and/or end-user technical issues.

The concept behind DE is relevant material and standardized instructional delivery to a group, in a consistent and fair manner, and at the lowest tuition price possible. To achieve these ends, **deadlines** must be adhered to strictly. This is a standard for all DE

institutions, HCC college policy, and that of every instructor; not just mine. Tests and Assignments MUST be submitted through the window on the assignments page. If it is locked out, you missed it!

Deadlines *and penalties* are a part of the business world. When your rent is late, landlords charge a \$5 penalty each day late. If you are late picking up children from daycare, the fine is \$1/minute late. IRS charges penalties AND interest on a daily basis. Both utility and credit card companies have late fees, penalties, and ultimately higher interest rates for missed deadlines. These are the ways of the world!! You must learn them now. In rare circumstances, special arrangements could possibly be made in advance if there is some rare reason you need preferential treatment, but do not count on it.

DE instruction is for mature, disciplined students who are college-ready and prepared to work independently. You MUST have the reading/writing/typing skills *and* the discipline to accomplish this on your own within the allotted timelines, otherwise you should NOT be enrolled in a DE class.

Program/Discipline Requirements: If applicable

HCC Grading Scale

A = 100- 90	4 points per semester hour
B = 89 - 80:	3 points per semester hour
C = 79 - 70:	2 points per semester hour
D = 69 - 60:	1 point per semester hour
59 and below = F	0 points per semester hour
IP (In Progress)	0 points per semester hour
W(Withdrawn)	0 points per semester hour
I (Incomplete)	0 points per semester hour
AUD (Audit)	0 points per semester hour

IP (In Progress) is given only in certain developmental courses. The student must re-enroll to receive credit. COM (Completed) is given in non-credit and continuing education courses. To compute grade point average (GPA), divide the total grade points by the total number of semester hours attempted. The grades "IP," "COM" and "I" do not affect GPA.

For Health Science programs, see the Program/Discipline Requirements section for specific grading requirements.

Instructor Grading Criteria

Mid Term Exam 20%

Discussions 10%

Portfolio 20%

Biz Café Project 30%

Final Exam 20%

Instructional Materials

**Anderson Professionalism Skills for Workplace Success With MyLab 4rd Edition
Pearson ISBN 9780134067858**

HCC Policy Statement:

Access Student Services Policies on their Web site: <http://hccs.edu/district/students/student-handbook/>

EGLS3 -- Evaluation for Greater Learning Student Survey System

At Houston Community College, professors believe that thoughtful student feedback is necessary to improve teaching and learning. During a designated time near the end of the term, you will be asked to answer a short online survey of research-based questions related to instruction. The anonymous results of the survey will be made available to your professors and department chairs for continual improvement of instruction. Look for the survey as part of the Houston Community College Student System online near the end of the term.

HCC Policy Statement: Sexual Misconduct

Houston Community College is committed to cultivating an environment free from inappropriate conduct of a sexual or gender-based nature including sex discrimination, sexual assault, sexual harassment, and sexual violence. Sex discrimination includes all forms of sexual and gender-based misconduct and violates an individual's fundamental rights and personal dignity. Title IX prohibits discrimination on the basis of sex-including pregnancy and parental status-in educational programs and activities. If you require an accommodation due to pregnancy please contact an Abilities Services Counselor. The Director of EEO/Compliance is designated as the Title IX Coordinator and Section 504 Coordinator. All inquiries concerning HCC policies, compliance with applicable laws, statutes, and regulations (such as Title VI, Title IX, and Section 504), and complaints may be directed to:

David Cross

Director EEO/Compliance

Office of Institutional Equity & Diversity

3100 Main

(713) 718-8271

Houston, TX 77266-7517 or Houston, TX 77266-7517 or Institutional.Equity@hccs.edu

Accommodations

HCC strives to make all learning experiences as accessible as possible. If you anticipate or experience academic barriers based on your disability (including mental health, chronic or temporary medical conditions), please meet with a campus Abilities Counselor as soon as possible in order to establish reasonable accommodations. Reasonable accommodations are established through an interactive process between you, your instructor(s) and Ability Services. It is the policy and practice of HCC to create inclusive and accessible learning environments consistent with federal and state law. For more information, please go to <http://www.hccs.edu/district/students/disability-services/>

Campus Carry

“At HCC the safety of our students, staff, and faculty is our first priority. As of August 1, 2017, Houston Community College is subject to the Campus Carry Law (SB11 2015). For more information, visit the HCC Campus Carry web page at <http://www.hccs.edu/district/departments/police/campus-carry/>.”

Distance Education and/or Continuing Education Policies

Access DE Policies on their Web site:

DE STUDENT SERVICES

The Distance Education Student Handbook contains policies and procedures unique to the DE student. It is the student's responsibility to be familiar with the handbook's contents and part of the mandatory orientation. The handbook contains valuable information, answers, and resources, such as DE contacts, policies and procedures (how to drop, attendance requirements, etc.), student services (ADA, financial aid, degree planning, etc.), course information, testing procedures, technical support, and academic calendars. Refer to the DE Student Handbook by visiting this link: <http://de.hccs.edu/de/de-student-handbook>

Access CE Policies on their Web site:

<http://hccs.edu/CE-student-guidelines>