

**The University of Western Ontario
Faculty of Social Science
Management and Organizational Studies
MOS 3385A - 001
ESSENTIALS OF HUMAN RESOURCES FOR NON-HR STUDENTS
FALL 2010**

COURSE OUTLINE

Instructor: Nancy Annett, MBA, CHRP
Classroom: SSC 3026
Class Time: Tuesdays, 9:30 am-12:30 pm.
E-mail address: nannett3@uwo.ca
Telephone: 519-661-2111 Ext. 82750 (during office hours only)
Office Hours: TBA/ by appointment
Office Location: SSC 2250

OBJECTIVES

Using an interdisciplinary perspective, this course provides an *overview* of the theory and practice of human resource management practices in the organization. Human resources management (HRM) is examined from the perspectives of various stakeholders, including supervisors and managers, employees, the organization itself, human resource practitioners and HR departments.

The course is designed to provide students with a brief, focused introduction to human resources management in Canada by presenting theoretical content together with relevant strategic application in various types of organizations. Course content should enlighten students about how managers and others envision, develop and implement solid people practices that lead to organizational effectiveness and the creation of “a great place to work” in a global environment. The course critically examines current theories and practices of managing human resources in Canadian organizations, whether in the private, public or non-profit sector, large or small, unionized or non-unionized. Topics include: human resources planning, use of technology in managing people, analyzing work and designing jobs, recruitment and selection, performance management, training and development, compensation and reward systems, health and safety, workplace and equity legislation, labour relations, and managing people globally. Finally, the importance of leadership, ethics, diversity, compliance with legislation, and effective change management are emphasized throughout the course.

TEXTBOOK

Human Resources Management in Canada, Canadian Eleventh Edition,(2011) Pearson Prentice Hall. [ISBN 10: 0-13-227087-0] It is strongly recommended that you purchase the textbook as it will be used extensively. You may also be directed to online information and provided with other readings in class.

EVALUATION

Class Participation	20 %	Mid Term Exam	25 %
Case Study	30 %	Final Exam	25 %

PARTICIPATION (20%)

Your mark in this area is based on attendance, your level of contribution to class discussion, and effective participation in group exercises (and assigned activities) **as per the attached Standards for Participation**. Class exercises are designed to provide a different perspective on course content and to help you learn and retain information. Effective attendance and participation should help you to understand application of course theory in practice, as well as assist with the term assignment. A course timetable included in this outline *will allow you to schedule travel arrangements around class times*. For more information about extension of deadlines or rescheduling of exams *for legitimate medical or compassionate reasons*, see the Policy Regarding Illness which follows later in this course outline. In addition, consult the attached instructions for students registered in Social Science covering term tests, final examinations, late assignments, short or extended absences, documentation and academic concerns.

EXAMS (50%)

There are two non-cumulative exams in this course including a midyear examination worth 25% and a final examination worth 25%. Exam format will consist of multiple choice questions. Exams are scheduled for two hours and are closed book examinations. Students are responsible for material covered in the lectures as well as the assigned chapters in the text and any additional supplementary readings. The mid term will be scheduled during class time and the final exam will be scheduled during the exam period. Exams will not be returned to students but may be reviewed in the instructor's office by appointment.

You are responsible for ensuring that you have successfully completed all course prerequisites, and that you have not taken an anti-requisite course. Lack of prerequisites may not be used as a basis of appeal. If you are found to be ineligible for a course, you may be removed from it at any time and you will receive no adjustment to your fees. This decision cannot be appealed. If you find that you do not have the course requisites, it is in your best interest to drop the course well before the end of the Add/Drop period. Your prompt attention to this matter will not only help protect your academic record, but will ensure that spaces become available for students who require the course in question for graduation.

CASE STUDY: (30%)

You will analyze a case provided by Professor. The final product of this case analysis will be a **comprehensive report handed in Nov 2/10 at the beginning of class**. You will analyze the case adhering to the evaluation guideline below. Draw on the text, course material and outside sources **(at minimum 5 sources beyond the textbook)** to provide your overall recommendations.

Evaluation Guide (100 marks)

A. Executive Summary (5)

1. Two paragraphs in length
 - a. First paragraph – briefly identify the major issues facing the manager/key person
 - b. Second Paragraph – summarize the recommended plan of action and include a brief justification of the recommended plan. What are the structural components of the organization?

B. Introduction (5)

A. Statement of the Problem (15)

1. State the problems facing the manager/key person
2. Identify and link the symptoms and root causes of the problems
3. Differentiate short term from long term problems
4. Conclude with the decision facing the manager/key person

B. Causes of the Problem (20)

1. Provide a detailed analysis of the problems identified in the statement of problem
2. In the analysis, apply theories and models from the text and/or readings
3. Support conclusions and/or assumptions with specific references to the case and/or the readings

E. Decision Criteria and Alternative Solutions (25)

1. Identify criteria against which you evaluate alternative solutions (i.e. time for implementation, tangible costs, acceptability to management)
2. Include two or three possible alternative solutions
3. Evaluate the pros and cons of each alternative against the criteria listed
4. Suggest additional pros/cons if appropriate

F. Recommended Solution, Implementation and Justification (25)

1. Identify who, what, when, and how in your recommended plan of action
2. Solution and implementation should address the problems and causes identified in the previous section
3. The recommended plan should include a contingency plan(s) to back up the “ideal” course of action
4. Using models and theories, identify why you chose the recommended plan of action – why it’s the best and why it would work

G. Conclusion (5)

Additional Evaluation Criteria: (50 marks)

- A. Spelling and Grammar (5)
- B. Organization – Up to a 10 mark penalty will occur if the following is not adhered to in case submissions (10)
 - a. Typed, One inch margins, 12 point Arial font, full justification
 - b. Title Page, Executive Summary, Table of Contents, Introduction, Conclusion, References, and Exhibits (as appropriate) are required
 - c. The title page should be complete with course number and section, course title, assignment title, professor’s name, your name and date submitted
 - d. The essay should not exceed 7 pages in length of text in the main body (i.e. Introduction to Conclusion inclusive, or 13 pages in overall length with inclusion of exhibits)
- C. Use of outside research sources and relevant theory – **At Least 5 Outside Sources Must Be Used (Beyond textbook)** (20)
- D. Bibliography (15)

Policy Regarding Illness

Students are entitled to a rescheduling of exams or an extension of deadlines for legitimate medical or compassionate reasons. However, it is the student's responsibility to inform the instructor prior to the due date, to arrange a timely makeup, and, if requested, to provide acceptable documentation to support a medical or compassionate claim. In the case of a final examination or assignment in the course, the student must arrange for a Special Examination or Incomplete through their Dean's office, for which the student will be required to provide acceptable documentation.

If you feel that you have a medical or personal problem that is interfering with your work, you should contact your instructor and the Faculty Academic Counseling Office as soon as possible. Problems may then be documented and possible arrangements to assist you can be discussed at the time of occurrence rather than on a retroactive basis. In general, retroactive requests for grade revisions on medical or compassionate grounds will not be considered.

Policy Regarding Plagiarism, Cheating & Academic Misconduct*

Students are responsible for understanding the nature of and avoiding the occurrence of plagiarism and other academic offences. Students are urged to read the section on Scholastic Offences in the Academic Calendar. Note that such offences include plagiarism, cheating on an examination, submitting false or fraudulent assignments or credentials, impersonating a candidate or submitting for credit in any course without the knowledge and approval of the instructor to whom it is submitted, any academic work for which credit has previously been obtained or is being sought in another course in the University or elsewhere.

Plagiarism is the unacknowledged borrowing of another writer's words or ideas, or the resubmission of your own written words or ideas for a variety of assignments or to different instructors. Students must write their essays and assignments in their own words. Whenever students take an idea, or a passage from another author, they must acknowledge their debt both by using quotation marks where appropriate and by proper referencing such as footnotes and citations. Plagiarism is a major academic offence (see Scholastic Offence Policy in the Western Academic Calendar).

If you are concerned that something you are doing is inappropriate, consult your instructor. A claim that "you didn't know it was wrong" will not be accepted as an excuse. The penalties for a student guilty of a scholastic offence include refusal of a passing grade in the assignment, refusal of a passing grade in the course, suspension from the University, and expulsion from the University. The University of Western Ontario uses software for plagiarism checking. Students in this course (MOS 3385a/b) will be required to submit their written work in hard copy to the instructor, as well as submitting the assignment in electronic form directly to the plagiarism checking software.

Procedures for Appealing Academic Evaluations

In the first instance, all appeals of a grade must be made to the course instructor (informal consultation). If the student is not satisfied with the decision of the course instructor, a written appeal must be sent to the Director, Bachelor of Management and Organizational Studies Program. If the response of the department is considered unsatisfactory to the student, he/she may then appeal to the Dean of the Faculty of Social Sciences. Only after receiving a final decision from the Dean, may a student appeal to the Senate Review Board Academic. A Guide to Appeals is available from the Ombudsperson's Office.

*For additional information, see the current Western Academic Calendar "Scholastic Offences".

3385b COURSE TOPIC TIMETABLE

PART 1: Human Resources Management in Perspective

“First Class” Sept 14th	Introduction, Course Overview and Expectations The Strategic role in Human Resources Management	Course Outline Chapter 1
Week 1 Sept 21st	The Changing Legal Emphasis: From Compliance to Valuing Diversity and Human Resources Management and Technology	Chapters 2 & 3

PART 2: Meeting Human Resources Requirements

Week 2 Sept 28th	Designing and Analyzing Jobs	Chapter 4
Week 3 Oct 5th	Human Resources Planning	Chapter 5
Week 4 Oct 12th	Recruitment	Chapter 6
Week 5 Oct 19th	Selection	Chapter 7
Week 6 Oct 26th	Mid Term Exam (Chapters 1 – 7) and handouts and specified additional readings)	Mid Term Exam

PART 3: Developing Effective Human Resources

Week 7 Nov 2nd	Orientation and Training and Career Development Case study due at the beginning of class	Chapters 8 & 9
Week 8 Nov 9th	Performance Management: The Key to Effective Performance Management	Chapter 10

PART 4: Total Rewards

Week 9 Nov 16th	Strategic Pay Plans	Chapter 11
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PART 5: BUILDING EFFECTIVE EMPLOYEE-EMPLOYER RELATIONSHIPS

Week 10 Nov 23rd	Employee Benefits and Services and part of Fair Treatment: The Foundation of Effective Employee Relations	Chapter 13 & 15
Week 11 Nov 30th	Fair Treatment: The Foundation of Effective Employee	Chapter 15 and
Week 12 Dec 7th	Labour Relations and Managing Human Resources in a Global Business	Chapter 16 & 17
EXAMS	FINAL EXAM – Covers Chapters 8 - 11, 13, 15 and 16 as well as handouts and additional readings as specified. Exam period extends from Dec 10-21st	

STANDARDS FOR CLASS PARTICIPATION

Students are expected to attend all classes and to participate actively in their own learning. *Active learning means taking responsibility for your own learning, as well as helping others to learn more about course material.* Active learning in this course can include, but is not limited to, contributing to class discussion, presentations or debates, application exercises, posing interesting questions, and/or bringing relevant media articles or other exhibits to the attention of your instructor. Your instructor will assess both the quantity and quality of student participation in each class, based on attendance and the following criteria for evaluation:

Note: Playing games on a laptop or other electronic device, processing e-mail or surfing the internet for recreational purposes during class is considered to be a distraction to other students and to the instructor. Such activity when detected may reduce your participation mark.

A – EXCELLENT contribution

- Attends all classes
- Contributes consistently to class discussions and supports contribution of colleagues
- Contributions indicate preparation and critical thinking
- Frequently shares insights and/or facilitates understanding of difficult concepts
- Occasionally builds arguments for a position
- Provides leadership in creating positive environment

B – GOOD Contribution

- Attends class regularly and contributes consistently to class discussions
- Contributions indicate preparation and careful thought
- Often willing to explain difficult points or concepts
- Occasionally builds arguments for a position
- Supports positive classroom environment

C – FAIR Contribution

- Attends class occasionally or often and/or contributes to class discussion occasionally
- Provides minimal evidence of preparation and thought
- Rarely builds arguments for a position

D - POOR Contribution

- Attends class infrequently and/or rarely if ever contributes to class discussion
- Provides little or no evidence of preparation or thought
- Distracts other students from class activity

Participation is recorded following the conclusion of each class. If you have a medical or other condition that prevents you from attending class regularly (or participating actively as described above), advise the instructor early in the semester. You will be required to provide confirmation of your situation from the Academic Counselor. See the Policy Regarding Illness and personal situations described in the Course Outline, as well as General Information sheet for students registered in Social Science (regarding term tests, final examinations, late assignments, short absences, extended absences, documentation of various personal situations and academic concerns) also attached to this Course Outline.

GENERAL INFORMATION

If, on medical or compassionate grounds, you are unable to meet your academic responsibilities, i.e., unable to write term tests or final examinations or complete course work by the due date, you should follow the instructions listed below. You should understand that academic accommodation will not be granted automatically on request. You must demonstrate that there are compelling medical or compassionate grounds that can be documented before academic accommodation will be considered. Read the instructions carefully. In all cases, action must be taken at the earliest possible opportunity, preferably prior to the scheduled examination, test or assignment.

1. Check the course outline to see if the instructor has a policy for missed tests, examinations, late assignments or attendance. The course outline should include the preferred method of contact (e-mail, phone, etc.).
2. Inform the instructor prior to the date of the scheduled time of the test or examination or due date of the assignment. If you are unable to contact the instructor, leave a message for him/her at the department office.
3. Bring your request for accommodation to the Social Science Academic Counselling Office, Room 2105, Social Science Centre, telephone 519 661-2011 or fax 519 661-3384. Be prepared to submit documentation of your difficulties.
4. If you decide to write a test or an examination you should be prepared to accept the mark you earn. Rewriting tests or examinations or having the value of the test or examination reweighted on a retroactive basis is not permitted.

TERM TESTS and MID-TERM EXAMS

1. If you are unable to write a term test, inform your instructor (preferably prior to the scheduled date of the test). If the instructor is not available, leave a message for him/her at the department office.
2. Be prepared, if requested by the instructor, to provide supporting documentation. Submit your documentation to the Social Science Academic Counselling Office.
3. Make arrangements with your professor to reschedule the test.
4. The Academic Counselling Office will contact your instructor to confirm your documentation.

FINAL EXAMINATIONS

1. You require the permission of the Dean, the instructor, and the Chair of the department in question to write a special final examination.
2. If you are unable to write a final examination, contact the Social Science Academic Counselling Office in the first instance to request permission to write a special final examination and to obtain the necessary form. You must also contact your instructor at this time. If your instructor is not available, leave a message for him/her at the department office.
3. Be prepared to provide the Social Science Academic Counselling Office and your instructor with supporting documentation.
4. You must ensure that the Special Examination form has been signed by the instructor and Department Chair and that the form is returned to the Social Science Academic Counselling Office for approval without delay.

LATE ASSIGNMENTS

1. Advise the instructor if you are having problems completing the assignment on time (prior to the due date of the assignment).
2. Submit documentation to the Social Science Academic Counselling Office.
3. If you are granted an extension, establish a due date.
4. Extensions beyond the end of classes must have the consent of the instructor, the Department Chair and Dean. A Recommendation of Incomplete form must be filled out indicating the work to be completed and the date by which it is due. This form must be signed by the student, the instructor, the Department Chair, and the Dean's representative in the Academic Counselling Office.

SHORT ABSENCES

If you miss a class due to a minor illness or other problems, check your course outlines for information regarding attendance requirements and make sure you are not missing a test or assignment. Cover any readings and arrange to borrow notes from a classmate.

EXTENDED ABSENCES

If you are absent more than approximately two weeks or if you get too far behind to catch up, you should consider reducing your workload by dropping one or more courses. This must be done by the appropriate deadlines. (Refer to the Registrar's website for official dates.) The Social Science Academic Counsellors can help you to consider the alternatives. At your request, they can also keep your instructors informed of your difficulties.

DOCUMENTATION

- **Personal Illness:** If you consulted Student Health Services regarding your illness or personal problem, you should complete a Records Release Form at the time of your visit allowing them to notify Social Science Academic Counselling Office. Once your documentation has been assessed, the academic counsellor will inform your instructor that academic accommodation is warranted.
- If you were seen by an off-campus doctor, obtain a certificate from his/her office at the time of your visit. The doctor must provide verification of the severity of the illness for the period in question. Notes stating "For Medical Reasons" are not considered sufficient.
- **In Case of Serious Illness of a Family Member:** Obtain a medical certificate from the family member's physician.
- **In Case of a Death:** Obtain a copy of the newspaper notice, death certificate or documentation provided by the funeral director.
- **For Other Extenuating Circumstances:** If you are not sure what documentation to provide, ask an Academic Counsellor.

Note: Forged notes and certificates will be dealt with severely. To submit a forged document is a scholastic offense and you will be subject to academic sanctions.

ACADEMIC CONCERNS

- You need to know if your instructor has a policy on late penalties, missed tests, etc. This information may be included on the course outline. If not, ask your instructor.
- You should also be aware of attendance requirements in courses such as Business and English. You can be debarred from writing the final examination if your attendance is not satisfactory.
- If you are in academic difficulty, check the minimum requirements for progression in your program. If in doubt, see your Academic Counsellor.
- If you are registered in Social Science courses but registered in another faculty (e.g., Arts or Science), you should immediately consult the Academic Counselling Office in your home faculty for instructions.