

School of Management

MGMT101 Introduction to Management

Trimester 1, 2015

COURSE OUTLINE

Names and Contact Details

COURSE COORDINATOR Sashi Meanger

Room: RH919, Rutherford House Phone: 463-6942

Email: Sashi.Meanger@vuw.ac.nz

UNDERGRADUATE PROGRAMME MANAGER Garry Tansley

Room: EA105 Phone: 463-6968

Email: Garry.Tansley@vuw.ac.nz

ADMINISTRATOR

Misa Ito

Room: RH1022, Rutherford House

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Trimester Dates

Teaching Period: Monday 2nd March – Friday 5th June Study Period: Monday 8th June – Thursday 11th June

Examination Period: Friday 12th June – Wednesday 1st July (inclusive)

Withdrawal from Course

- 1. Your fees will be refunded if you withdraw from this course on or before Friday 13th March 2015.
- 2. The standard last date for withdrawal from this course is Friday 15th May. After this date, students forced to withdraw by circumstances beyond their control must apply for permission on an 'Application for Associate Dean's Permission to Withdraw Late' including supporting documentation. The application form is available from either of the Faculty's Student Customer Service Desks or online.

Class times and room numbers

Lectures: 8508 Wednesday & Friday 1.10pm-2.00pm New Kirk KKLT303

Tutorials: Please see Blackboard or contact the Undergraduate Programme Manager

(Email is preferable).

Course Delivery

The course consists of two 50 minute lectures per week and one tutorial per week. Lectures are run over all 12 weeks of the course and tutorials are run over ten weeks of the course. There is an expectation that students will attend all lectures and tutorials offered. Lectures will start in week one of the course and tutorials in week two of the course.

Expected Workload

A total of 150 hours of work is expected from students in this course. This consists of 34 hours of classes, eight hours per week outside classes during teaching weeks spent reading, studying and writing assignments, and a further 20 hours revising during mid-trimester break and study week.

Prescription

This introductory course in management offers a broad perspective on modern management in the business, public and voluntary sectors, and examines key issues likely to face managers in the near future.

Course Learning Objectives

Objective	By the end of this course, students should be able to:	Addressed via
1	Describe and apply a selection of key	Lectures,
	concepts/theory/frameworks relevant to management;	assignment,
		tutorials and
		exam
2	Understand some of the interrelations between the disciplines within management (e.g. Organisational Behaviour, Human Resources and Industrial Relations, Decision Making and Operations, Strategic Management, Maori Business, Culture and Globalisation);	Tutorials and lectures
3	Recognise ethical and social responsibility issues in a business context;	Tutorials and lectures
4	Recognise, support and display leadership in a group setting;	Tutorials
5	Demonstrate communication skills involving an ability to communicate clearly in written and oral form;	Assignments, tutorials and exam
6	Demonstrate knowledge of local, national, and global business contexts.	Assignments, tutorials and exam

Course Content

This course covers a broad perspective on management theories and their application in the business, public and voluntary sectors. It provides a foundation to explore issues expanded on in other courses offered within the School of Management.

Please note that due to the nature of the lectures it is important for you to have read the chapters pertaining to the lecture **before** you turn up so that you will be familiar with 'management theories, frameworks and concepts discussed in the lecture.

Please see last page of this course outline for the lecture and tutorial schedule.

Group Work

While the course has a tradition of study group collaboration, there are important elements in the assessment process that are strictly individual. Collaboration on individual assignments is <u>not</u> allowed beyond general discussion as to how one might interpret the nature of the assignment question. You will be expected and encouraged to work in groups on in-term case discussions; however the written assignments must be an individual submission. <u>Please do not work together to formulate a response and do not loan out your completed assignments.</u>

Readings

The course textbook:

Schermerhorn et al, <u>Management: Foundations and Applications</u>, 2nd Asia-Pacific Edition, © John Wiley & Sons Australia Ltd. 2014.

The textbook is available at VicBooks.

Materials and Equipment

Students will not be allowed to use machines such as computers or electronic calculators in examinations.

Assessment

The Assessment Handbook will apply to all VUW courses: see http://www.victoria.ac.nz/documents/policy/staff-policy/assessment-handbook.pdf.

Assessment Requirements

Item	Title	Weight	Due Date
1	Assignment One (1200 words).	20%	Your tutor's drop box, north end
	Course learning objectives 1, 2, 4 and 5.		Level 2 Murphy building at
			12pm Wednesday 22 April 2015
2	Assignment Two (1200 words).	20%	Your tutor's drop box, north end
	Course learning objectives 1, 2, 4 and 5.		Level 2 Murphy building at
			12pm Friday 15 May 2015
3	Tutorial Participation.	10%	Continuously assessed throughout
	Course learning objectives 1, 2, 3, 4, 5 and 6.		the course.
4	Final Examination.	50%	Two hour exam.
	Course learning objectives 1, 2, 3, 5 and 6.		The Study/Exam period is
			Monday 8th June –Wednesday 1st
			July (inclusive)
	TOTAL	100%	

Assignments

The assignments are set in the context of the **Michael Hill Jeweller** (MHJ) case study. Michael Hill Jeweller is a specialty retailer of jewellery in North America and Oceania. Michael Hill Jeweller operates a retail jewellery chain of 240 stores in Australia, New Zealand, Canada and the United States, with over 2,000 permanent employees. The company's headquarters are in Brisbane, Australia.

The case study is posted on Blackboard. The purposes of the assignments are to analyse the key issues and apply relevant management theories to the **Michael Hill Jeweller** case study.

All referenced material must be appropriately cited. Please see Annex A for the marking guidelines for both assignments. The holistic academic quality of your assignments, as in the marking guidelines, will determine your overall performance.

The Word limit for each assignment is 1200 words and assignments must be presented on 12pt font, 1.5 line spacing, and single sides of a page.

The assignments are due in your tutor's drop box, north end Level 2 Murphy building, at 12pm Wednesday 22 April 2015 for Assignment One, and 12pm Friday 15 May 2015 for Assignment Two. Any applications for extensions to assignment due dates must be made to the Course Coordinator, supported with valid reasons and evidence.

Assignment One: Due 12pm Wednesday 22 April 2015

Apply the relevant Management theories from the following disciplines to the Michael Hill Jeweller case study.

- The Study of Organisational Behaviour
- Communication
- Working in teams
- Leadership
- Motivation and Rewards
- Human Resource Management.

Assignment Two: Due 12pm Friday 15 May 2015

Strategic Management is about winning, through understanding opportunities and threats emerging in the environment, an organisation's strengths and weaknesses and effectively positioning the organisation for competitive advantage in changing times.

According to Wayne Butler, Company Secretary, Michael Hill Jeweller, it was vital to understand what was happening in the macro, industry and competitive environment to develop MHJ's strategy for the future.

How could Wayne Butler have used frameworks in the strategic management process in choosing the best path forward for Michael Hill Jeweller?

Further details on the assignments will be posted on Blackboard.

Quality Assurance Note

Your assessed work may also be used for quality assurance purposes, such as to assess the level of achievement of learning objectives as required for accreditation and audit purposes. The findings may be used to inform changes aimed at improving the quality of the Faculty's programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.

Tutorial Preparation and Participation

You are expected to come to tutorials prepared for discussion. Discussion questions/topics will be posted on Blackboard and provided by tutors. This pre-tutorial preparation and the demonstrated quality of your tutorial participation will guide the outcome of your tutorial marks. The assessment criteria are outlined in Annex B.

Tutorial Signup

Tutorial signup is done through the online programme; 'S-Cube'. You should already have been notified by email about your sign-up to a tutorial. Go to the signup website at: https://signups.victoria.ac.nz and enter your SCS username and password to log into the system. Click on MGMT101 and follow the instructions. If you have been unable to sign up by the end of the first week of the course please contact the Undergraduate Programme Manager, Garry Tansley garry.tansley@vuw.ac.nz.

Late assignments

Late assignments are to be handed to Garry Tansley, Undergraduate Programme Manager, Commerce Office in EA105. Late assignments that do not have the time and date and signed by the Undergraduate Programme Manager will incur late penalties from the time the Undergraduate Programme Manager receives it. Assignments slid under the door of the office will incur penalties from the time and date they are recovered. Note that there is no provision to accept assignments on weekends or public holidays, and will be counted as full late days.

Penalties for Lateness

In fairness to other students, work submitted after any deadline will incur a penalty for lateness. The penalty is 10% of the marks available (marks available means what the assignment is worth i.e. 20% or 20 marks) for an assignment submitted after the due time on the due date for each part day or day late, (for example if an assignment is out of 20 and the assignment receives 50% then one day late means the mark will be out of 18 and the student will receive 50% of 18). Saturdays, Sundays and public holidays will be included when counting the number of days late. Assignments received more than 7 days after the due date without approved extension, will not be accepted and the student will automatically fail the Mandatory Course Requirements. Assignment One handed in after 12pm Wednesday 29 April 2015 will be treated as being 7 days late. Weekend/public holiday penalty days apply for assignments received on the following workday.

- (i) Course Outlines provide a signal to students of forthcoming workload, dates of submission etc, and thus student study plans should take account of course requirements across all courses. Consequently, workload issues related to other courses and employment will not be accepted as reason for dispensation from mandatory requirements or waiver of penalties. Extensions to submission deadlines for any assigned work will only be granted in exceptional circumstances.
- (ii) Students who are unable to comply with any of the mandatory requirements should make a written application for an extension to the due date for submission of assigned work or for waiver of a penalty, in advance, to the Course Co-ordinator, providing documentary evidence of the reasons of their circumstances.
 All such applications must be made before the deadline and be accompanied by documentary evidence, e.g. a medical certificate, or counsellor's report clearly stating the degree of impairment, and the dates the illness or event that prevented you from undertaking your academic studies. This can be applied retrospectively. A note only stating impairment is not sufficient and will be rejected.
- (iii) In the event of unusual or unforeseeable circumstances (e.g. serious illness, family bereavement or other exceptional events), that precludes an application in advance, students should make contact with the **Course Co-ordinator** as soon as possible, and make application for waiver of a penalty as soon as practicable.
- (iv) Word limits should be adhered to, especially so when they provide a guide to limiting the student's coverage of a topic and the intended assignment work load. You are strongly advised to adhere to the word limit so as to keep your workload at a manageable level. Any material that is above the word limit may not be taken into account by the marker. Your marker will simply stop at the maximum words for the assignment and you will receive the appropriate grade.

Remarking

Every attempt is made to ensure that the marking is consistent across tutors and fair to students. Students may ask for their written work to be remarked. A different tutor will do the remarking and provide comments.

If the mark differs by 10% or less the two marks are averaged. If it exceeds 10% then it is independently marked by a third marker and the average of the two closest marks is taken.

Experience from previous years is that almost all remarks are within 10% or one grade. Occasionally there is a significant shift in the mark or grade. Application for remarks must be made within 14 days after the assignments or marks are made available.

To apply for a remark, complete the request for re-examination of assessed work form (Annex D) stating which sections (criteria listed in the mark sheet) you wish re-examined. You must provide academic reasons on why you think the mark does not, in your view, fairly reflect the quality of your work. Your assignment will only be reconsidered on the points you raised. Complete remarks will not be undertaken. Hand this with your assignment to Garry Tansley, Undergraduate Programme Manager, in EA105 - where your assignment will have the <u>time, date and signature</u> noted on the front cover by the person receiving it. Please slide under the door if you find it is closed.

Allow a minimum of 5 days for remarks to be completed.

Examinations

Students who enrol in courses with examinations are obliged to attend an examination at the University at any time during the formal examination period. The final examination for this course will be scheduled at some time during the following period:

Monday 8th June – Wednesday 1st July 2015 (inclusive)

Mandatory Course Requirements

To meet Mandatory Course Requirements, students are required to:

- a. Submit hard copies of both Assignments for marking;
- b. Submit both assignments within the allowable timeframe (see the section on Penalties for Lateness above)
- c. Obtain at least 40 per cent of the final examination marks available, (20 marks out of the 50 total examination marks)

If you cannot complete an assignment or sit a test or examination, refer to www.victoria.ac.nz/home/study/exams-and-assessments/aegrotat

Class Representative

A class representative will be elected in the first class, and that person's name and contact details made available to VUWSA, the course coordinator and the class. The class representative provides a communication channel to liaise with the course coordinator on behalf of students.

Communication of Additional Information

Additional course information will be conveyed to students via BlackBoard (BB) and through lectures and tutorials so please check BB often and go to all tutorials and lectures.

Student feedback

Student feedback on University courses may be found at: www.cad.vuw.ac.nz/feedback/feedback_display.php

Use of Turnitin

Student work provided for assessment in this course may be checked for academic integrity by the electronic search engine http://www.turnitin.com. Turnitin is an on-line plagiarism prevention tool which compares submitted work with a very large database of existing material. At the discretion of the Head of School, handwritten work may be copy-typed by the School and submitted to Turnitin.

A copy of submitted materials will be retained on behalf of the University for detection of future plagiarism, but access to the full text of submissions will not be made available to any other party.

Link to general information

For general information about course-related matters, go to http://www.victoria.ac.nz/vbs/studenthelp/general-course-information

Note to Students

Your assessed work may also be used for quality assurance purposes, such as to assess the level of achievement of learning objectives as required for accreditation and academic audit. The findings may be used to inform changes aimed at improving the quality of VBS programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.

Annex A

MGMT 101 Assignment One marking rubric

Grade:

	#1 Exemplary	#2 Satisfactory	#3 Not Satisfactory
#A Summary of key points: Relevance of summarised key managerial issues.	Summary of issues is relevant to all five subject disciplines.	Summary of issues is relevant to at least three subject disciplines.	Summary of issues in less than three subject disciplines.
#B Application of theory: Linking appropriate management theories to the tutorial case.	Comprehensive application of management theory shown in all five discipline areas.	Limited application of management theory.	Very little understanding of management theory demonstrated.
#C Critical & creative thinking: Multiple perspectives in theory application.	Inferences/implications in application show appreciation of multiple perspectives and ambiguity resulting from situational factors.	Inferences/implications in application show reasonable appreciation of multiple perspectives.	Inferences/implications unclearly stated or unexplored with little appreciation of multiple perspectives.
# D Structure and style: Document, paragraph and sentence structure, flow and layout, appropriate to audience.	Variety of sentence construction, logical flow, style and structure appropriate for task, audience and genre. Uses engaging delivery that enhances understanding. Thoughtful presentation.	Not overly repetitive with some variety in sentence construction. Generally flows well and some awareness of audience and genre.	Overly repetitive or simplistic sentence structure. Consistently disjointed with style/structure inappropriate for audience.
#E Clarity and conciseness: Addresses the task succinctly with appropriate complexity.	Focuses on key issues and conveys them in a way that is easily understood.	Occasionally misses the point but addresses most of the main issues.	Main points confused/unclear. Irrelevant information, no transition between ideas. No conclusion.
#F Technical writing skills: Spelling, capitalisation, punctuation, grammar, general proofreading and referencing.	Very few spelling errors, correct punctuation and grammatically correct complete sentences. Proper citation of referenced work.	Occasional lapses in spelling, punctuation, grammar and referencing but not enough to seriously distract the reader.	Numerous spelling errors. Non-existent or incorrect punctuation. Severe errors in grammar that interfere with understanding. No referencing.

NB. The overall grade for this assignment will depend on its holistic quality. The criteria are not necessarily equally weighted.

Mark: /20

MGMT 101 Assignment Two marking rubric

Grade:

	#1 Exemplary	#2 Satisfactory	#3 Not Satisfactory
#A Strategic Mgmt: Process described; Alternate choices discussed; Competitive advantage described and discussed.	Strategic process described. All areas fully covered with appropriate discussion and conclusion and appropriate recommendations; competitive advantage analysed.	Strategic process described. Most areas fully covered with discussion, conclusion and recommendations; competitive advantage discussed.	Strategic process not well described. Only some areas covered and not fully with conclusions and recommendations. Lacking competitive advantage discussion.
#B Application of theory: Linking appropriate Strategic Management and competitive advantage theories to the case.	Comprehensive application of strategic management and competitive advantage theory; Swot analysis, Peste, Porter, and/or Drucker applied.	Limited application of strategic management theory.	Very little understanding of strategic management theory demonstrated.
#C Critical & creative thinking: Multiple perspectives in theory application.	Inferences/implications in application show appreciation of multiple perspectives and ambiguity resulting from situational factors.	Inferences/implications in application show reasonable appreciation of multiple perspectives.	Inferences/implications unclearly stated or unexplored with little appreciation of multiple perspectives.
# D Structure and style: Document, paragraph and sentence structure, flow and layout, appropriate to audience.	Variety of sentence construction, logical flow; style and structure appropriate for task, audience and genre. Uses engaging delivery that enhances understanding. Thoughtful presentation.	Not overly repetitive with some variety in sentence construction. Generally flows well and some awareness of audience and genre.	Overly repetitive or simplistic sentence structure. Consistently disjointed with style/structure inappropriate for audience.
#E Clarity and conciseness: Addresses the task succinctly with appropriate complexity.	Focuses on key issues and conveys them in a way that is easily understood.	Occasionally misses the point but addresses most of the main issues.	Main points confused/unclear. Irrelevant information, no transition between ideas. No conclusion.
#F Technical writing skills: Spelling, capitalisation, punctuation, grammar, general proofreading and referencing.	Very few spelling errors, correct punctuation and grammatically correct complete sentences. Proper citation of referenced work.	Occasional lapses in spelling, punctuation, grammar and referencing but not enough to seriously distract the reader.	Numerous spelling errors. Non-existent or incorrect ponctuation. Severe errors in grammar that interfere with understanding. No referencing.

NB. The overall grade for this assignment will depend on its holistic quality. The criteria are not necessarily equally weighted.

Mark: /20

Tutorial Preparation and Participation

You are expected to come prepared to participate in tutorial group discussions.

Discussion questions/topics will be posted on Blackboard and provided by tutors. This pre-tutorial preparation and the demonstrated quality of your tutorial participation will guide the outcome of your tutorial marks. The assessment criteria are outlined below.

	#1 Exemplary	#2 Satisfactory	#3 Not Satisfactory
Preparation & understanding of discussion topics	Demonstrates in-depth understanding of discussion topics	Demonstrates a superficial and incomplete understanding of discussion topics	Is unprepared for discussion and shows little or no understanding of the topics
Conceptual & creative ability	Provides alternative application of theories and interpretations of key issues	Provides some linkages between organisational issues and management theories	Provides little or no constructive ideas
Critical ability and insight	Critically examines management theories and provides insightful comments	Applies management theories without convincing justification of their relevance	Demonstrates little or no critical ability and insight
Contribution to the learning of others	Provides thought leadership and contributes to the learning environment	Focuses on convincing others	Shows little or no consideration for group learning
Extent of participation	Participates fully in all tutorials	Inconsistent participation in tutorials	Limited or no participation in tutorials

Mark /10



School of Management

MGMT101 Assignment Cover Sheet

Name:	Student ID:				
Assignment:	_				
Tutor's Name:	Tutorial Number:				
Tutorial Day:	Tutorial Time:				
Date Due:	Date Submitted:				
I have read and understood the university po I declare this assignment is free from plagia	olicy on Academic Integrity and Plagiarism. urism.				
Signed:					
Extension of the due date (if applicable)					
Date extension applied for					
Extension granted until:					
Extension granted by:					

Submit to the Second Floor of the Murphy Building to the box labelled with MGMT101 and your Tutor's Name.

TE WHARE WĀNANGA O TE ŪPOKO O TE IKA A MĀUI



School of Management MGMT 101

Request for re-examination of assessed work.

	Assessment affected: e.g. Assignment			
Student ID:	Name as it appears in your enrolment	Tutorial No: Tutor's Name:		
		Tutorial Day and Time:		
Contact Details:	Phone:	•		
	Email:			
	you believe each of these sections should be worth more," is insufficient.	e re-examined:		
Signature:	Date	•		

COURSE SCHEDULE Tri One 2015

Week	Dates	Lecturer	Chapter	Topics	Discipline	Tutorial topics	Tutorial activity	
1	4 Mar	S Meanger	N/A	MGMT 101: Introduction	N/A	None	No tutorial	
1	6 Mar	S Meanger	2	Management Learning Past to Present	MGMT	None		
2	11 Mar	S Meanger	1	The Study of Organisational Behaviour	OB	Tut one (1)	Tut. Introductions and expectations. Discussion of theoretical frameworks.	
2	13 Mar	S Meanger	13	Communication	OB	Intro.		
3	18 Mar	S Meanger	12	Working in teams	OB	Tut two (2)	Tutorial: Communication/Teams	
3	20 Mar	S Meanger	12 & 15	Leadership	OB	OB		
	25 Mar	S Meanger	14	Motivation & rewards	HR	Tut three (3)		
4	27 Mar	S Blumenfeld	11	Human Resource Management and Industrial Relations	HR	ОВ	Tutorial: Leadership/Motivation	
5	1 Apr	S Blumenfeld	11	Human Resource Management Process	HR	Tut four (4) HRIR	Tutorial: Motivation/HR	
				Easter and Mid Trimester Bre	ak			
(22 Apr	S Blumenfeld	11	HRIR overview & pathways	HR		Assignment due, THIS WEEK	
6	24 Apr	Urs Daellenbach	8, 9 & 10	Strategic Management Overview	STRAT		12pm Wednesday 22 April 2015 No Tutorial	
	29 Apr	Urs Daellenbach	8, 9 & 10	Organisational and Environmental Fit	STRAT	Tut five (5)	Tutorial: Strategic Management	
7	1 May	Urs Daellenbach	8,9 & 10	Corporate/Business/Functional Level Strategies	STRAT	STRAT		
8	6 May	Urs Daellenbach	8, 9 & 10	Strategy Implementation	STRAT	Tut six (6)	Tutorial: Strategy/Decision Making	
o	8 May	Urs Daellenbach	1	Information & decision making	DM	STRAT		
9	13 May	Ernst & Young	1	Management Consultancy	MGMT	Tut seven (7)	Assignment due, THIS WEEK	
9	15 May	S Meanger	5	Ethics and Social Responsibility	OB	Assign 2	12pm Friday 15 May 2015 Tutorial:	
10	20 May	S Meanger	3	Environment and Diversity	OB	Tut eight (8)	Tutorial: Ethics and Social Responsibility/	
10	22 May	M Love	3 & 4	Introduction to Maori Business	CULT	CSR		
11	27 May	M Love	3 & 4	Maori Business	CULT	Tut nine (9) CULT.,	Tutorial:	
	29 May	S Meanger	3 & 4	Cross Cultural Management	CULT	GLOBAL	Cultural and Global Management	
10	3 Jun	S Meanger	4	Globalisation challenges	CULT	Tut ten (10)	Tutorial: Exam preparation	
12	5 Jun	S Meanger	N/A	Exam Preparation Overview & Revision	MGMT	REVISION		
				Exam Study Break				