



COURSE: TMGT 351-01W Managing Cultural Differences

CRN: 82494

COURSE SYLLABUS: Fall, 2014 (August 25-December 12, 2014)

PROFESSOR

David O. Anderson, PhD, CIH, CSP, QEP, CPEA – Assistant Professor

Office Location: AG/IT 213B

Office Hours: **By Appointment**; normally Tuesday-Wednesday, 9:00 – 2:00. Due to University and other requirements, appointments are preferred.

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COURSE INFORMATION

Materials – Textbooks, Readings, Supplementary Readings:

Textbooks Required:

TITLE: Managing Cultural Differences, 7th Ed.

AUTHORS: Moran, Harris, and Moran

ISBN: 10: 0-7506-8247-7

PUBLISHER: Elsevier

PUBLICATION DATE: 2007

AND

STYLE / FORMAT REFERENCES

Publication Manual of the American Psychological Association (APA), 6th Edition.

[**Required without exception**].

SUGGESTED READINGS:

“Any current text related to the content of this course.”

COURSE DESCRIPTION:

From the Course Catalog: “Study of change management, culture differences and common operating practices in global organizations.” Emphasis will be on differences and acceptance of cultures, behaviors, and potential false assumptions.

(Note: This course is 100 % on-line).

Student Learning Outcomes:

Upon satisfactory completion of the course, the student will:

- have an understanding of cultural differences and styles in business and industry, including management, both globally and in U.S.,
- be able to define cultural management as it applies to contemporary business and industry,
- be able to read, review, and interpret case studies involving cultural differences
- demonstrate knowledge of cultural differences by preparing a written paper on the various aspects and practices of management of cultural differences, and
- be able to define the future impact of cultural differences on management

COURSE REQUIREMENTS

Instructional / Methods / Activities Assessments

All of the course and student performance objectives will be assessed using responses from briefing and other deliverable materials. The learners will be expected to articulate appropriate comments, observations, answers, or treatise concerning each of the course objectives, during discussions, the final executive briefing and the deliverable work(s).

In the workplace, you will be expected to produce documents that are clear, error-free, and visually effective. Your written products must also satisfy general requirements of the organization, be appropriate for a specific purpose, and meet the needs of the audiences for the communication. **Competencies will be measured by a combination of a student written assignments and comprehensive mid-term and final examinations.**

Grading

Evaluations of assignments will reflect these basic concerns and each deliverable will be graded in accord with the following criteria guidelines:

- a. Creative Ability / Originality (25%)
- b. Scientific Thought / APA Format (30%)
- c. Thoroughness (15%)
- d. Skill (15%)
- e. Clarity (15%)

Points for Grading Purposes

Assignment	Maximum Points
Reading assignments; participation in Discussion Boards (7 Assignments) @ 50 points, maximum)	350
Research Paper	350
Final Examination	300
TOTAL	1000

Grades will be determined by the following:

%	Total Points	Grade
90-100	900-1000	A
80-89	800-899	B
70-79	700-799	C
60-69	600-699	D
< 60	< 600	F

Discussion Boards (350 Points)

There will be a total of 7 discussion boards. Students will be required to post their personal responses no later than Thursday (Day 4) of the week due, and then provide detailed comments to at least 2 other student postings no later than Saturday (Day 6). All discussion board postings must be by 10 :00 PM CT.

Research Paper (350 Points)

Each student will be expected to **read the textbook** adopted for this course and additionally conduct **extensive** and **verifiable** internet research on the topic of “managing cultural differences”. Specifically, the student will be expected to pick a topic of interest and prepare a 10 page (minimum) paper of this topic plus references; **the topic must receive prior approval from the Professor**. Based on the research and its finding, each student will be expected to write a scholarly research paper using the provided Manuscript Format Guide, to be provided in the Doc Sharing section of the course. To receive prior approval, students must submit their proposed topic to the Professor via email and receive a positive response before starting to write their paper.

Internet research cited in your paper is to come from only *verifiable* and *legitimate* sources. **Your cited sources will be checked and verified by your Professor and must be cited properly per APA. Papers will also be submitted to Turn-It-In via the proper dropbox. Wiki is NOT an approved reference.** Supporting PowerPoint presentations will be eligible for extra consideration. Contact the Professor prior to starting work on any PowerPoint presentation.

The Manuscript Format Guide (to be posted in Doc Sharing) must be followed for your paper-no exceptions! It is the student’s responsibility to familiarize and to be able to apply the Manuscript Format Guide provided. In addition, the Professor may post APA guideline tools in the Doc Sharing folder students may chose to use (or not).

Research Paper Due: December 1, 2014 by 10:00 pm CT. Late work will not be accepted.

Final Examination (300 Points)

There will be one **comprehensive** examination during the semester – the Final. The examinations will be completed “*individually*” and outside of class on-line. The examination will be based on information found within the course textbook, Discussion Boards, and materials provided in the Doc Sharing section.

Completed Final Examination Due: December 7, 2014 by 10:00pm

TECHNOLOGY REQUIREMENTS

The student will need access to high-speed internet connection, with a modern computer (Windows XP or newer, MS Office, Internet Explorer (6.0, 7.0, or 8.0). It is possible that lectures will be conducted via the web, using ClassLive Pro. Students will be given instructions as to how to access this program via the Drop box. Students also will need a microphone and speakers (preferable a headset) in order to hear and talk with the Professor.

Your courses will also work with Macintosh OS X along with a recent version of Safari 2.0 or better. Along with Internet Explorer and Safari, eCollege also supports the Firefox browser (3.0) on both operating systems.

It is strongly recommended that you perform a “Browser Test” prior to the start of your course. To launch a browser test, login in to eCollege, click on the “myCourses” tab, and then select the “Browser Test” link under Support Services.

ACCESS AND NAVIGATION

This course was developed and will be facilitated utilizing eCollege, the Learning Management System used by Texas A&M University-Commerce. To get started with the course, go to <https://leo.tamuc.edu/login.aspx>.

You will need your CWID and password to log in to the course. If you do not know your CWID or have forgotten your password, contact Technology Services at 903.468.6000 or helpdesk@tamuc.edu. For additional information on how to be a successful student, log in to **tamuc**; password **online**, and read the information provided.

Students will access and follow all course instructions found in the weekly content area; they will participate in Discussion Boards, submit assignments (research paper) via the Drop Box tab, and take the Final Exam.

COMMUNICATION AND SUPPORT

Information on how to contact your Professor is provided on the first page. Email is the preferred method of communication. Every effort will be made to respond to your email within 24 to 48 hours. If personal meetings are desired, an appointment must first be made and confirmed; office hours are posted. The Professor will communicate with students via email, ClassLive Pro, and / or eCollege Announcements. All communications are expected to be of professional nature, with proper spelling and punctuation.

SUBMITTING ASSIGNMENTS

Protocol for Preparing Homework or Other Submittals

Submitted student work must be prepared using Microsoft Word, and PowerPoint; other word processing formats will not be accepted.

Neat, professional appearing submittals, which are well organized, communicate your thoughts well, and contain technically correct information will receive higher scores. Additional guidelines for the term paper and PowerPoint slides will be provided in the Doc Sharing section and/or Announcements.

Put your name on the top of your submitted work product. Many submitted documents do not have a student's name or other needed identifiers. These submittals will not be graded.

You will receive a failing grade for each assignment that does not have the following information at the top of each uploaded submittal; 1) your name, 2) the chapter homework number, and 3) the course name and number.

Use spell-check and grammar-check before submitting your work product.

Required file naming convention: All uploaded files for this course MUST use the following file naming convention. Uploaded files that do not meet this file naming convention **Will Not Be Graded**. E-mail not using the course naming convention will not be returned.

Required Naming Convention: LastName,Initial(s)-CourseNumber-SubmittalName-Number-Extension

Examples: **SmithJB-TMGT351-01W-ResearchPaper.doc**

(No Spaces - Use Dashes)

STUDENT SUPPORT

Texas A&M University-Commerce provides students technical support in the use of eCollege. The student help desk may be reached by the following means 24 hours per day, seven days per week:

1. **Chat Support:** Click on "*Live Support*" on the tool bar within your course to chat with an eCollege representative
2. **Phone:** 1-866-656-5511 (toll free) to speak with an eCollege Technical Support Representative
3. **Email:** helpdesk@online.tamuc.org
4. **Help:** Click on the "*Help*" button on the toolbar for information regarding working with eCollege (i.e., "how to submit to the drop box, etc.")

COURSE AND UNIVERSITY PROCEDURES/POLICIES

Course Specific Procedures:**Statement of Ethical and Professional Conduct:**

Students enrolled in this course are expected to follow the highest level of ethical and professional behavior at all times. Each student will be expected to maintain legal, ethical and moral principles, practice professionalism and civility throughout this course of study.

Actionable Conduct:

The following actions on the part of the student will bring sanction against that student:

- **Dishonest Conduct:** Seeking to obtain unfair advantage by stealing, purchasing or receiving copies of course related assignments, projects, examinations.
 - Intentionally preventing others from completing their course related work.
 - The falsifying of records in order to gain admission or in order to complete an academic program of study.
 - The purchase of course related work from any outside or external source.
- **Cheating:** The unauthorized use or copying of another's work and reporting or representing it as your own.
- **Plagiarism:** Using or copying someone else's words, ideas and/or work without citations and the giving of proper credit (reference).
- **Collusion:** Acting with others to perpetrate any of the above actions regardless of your personal gain.

Sanctions:

Faculty, guided by a clearly delineated policy in the course syllabus, will be the arbiter for all in-class violations.

All violations will be reported to the Department Head of Engineering & Technology to assure equity and to provide appropriate counsel. In addition, the Department Head will maintain departmental records of violations by students. Sanctions beyond those imposed on the student by the course faculty member will be in the hands of the Department Head and the Dean. Potentially, for any repeated violations, a student could receive permanent expulsion from **Texas A&M University-Commerce**. Administrators, faculty and students are guided by the course syllabus, current undergraduate and/or graduate catalogs of the University, University Rules & Procedures, and **The Student's Guidebook**.

Students will always be afforded due process and review as appropriate under University policy.

As an official university student enrolled in this academic course, you will be held accountable for your actions in this course. This *Academic Honesty Policy* is in effect for the duration of this course of study and all enrolled students are expected to abide by the stated policy.

1. If you **cannot accept** this *Academic Honesty Policy* you must notify your Professor immediately by email and **also officially withdraw from this course of study.**
2. If you choose to remain in this course you are hereby accepting and agreeing to abide by this *Academic Honesty Policy*. **No further action on your part is required.**

Plagiarism represents disregard for academic standards and is against University policy. Plagiarized work will result in failure of the course and further administrative sanctions according to University policy. Guidelines for properly quoting and citing someone else's works can be found in a variety of handbooks and online resources.

University Specific Procedures:

Students with Disabilities:

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

Office of Student Disability Resources and Services

Texas A&M University-Commerce

Gee Library

Room 132

Phone (903) 886-5150 or (903) 886-5835

Fax (903) 468-8148

StudentDisabilityServices@tamuc.edu

Student Conduct

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. (See *Code of Student Conduct from Student Guide Handbook*).

Late Submittals

Late work is not accepted. However, you can receive an extension for good cause *if you contact your Professor before the assignment is due* by means of an e-mail or memo in which you (1) explain the reason for the delay and (2) propose a reasonable deadline (less than one week), which you then keep. The e-mail or memo is a contract. Failure to keep the new deadline breaks the contract, and your assignment won't be accepted. Use this option no more than once in a semester. Points will be deducted for late submissions without an approved extension.

Incompletes are not available. A student may drop a course by logging into their myLeo account and clicking on the hyperlink labeled "Drop a class" from the choices found.

COURSE OUTLINE / CALENDAR

	Dates
1st Official Day of Class	08-25-14
Review objectives, syllabus, etc. Become familiar with MyLeo and e-College software. Submit required acknowledgements	Week 1
Read Chapters 1 and 2	Week 2
Chapters 1 and 2; participate in Discussion Board 1. Initial response due by Thursday, 9-11-14 @ 10:00 pm; final responses due by 10:00 pm, CT, 09-13-14	Week 3
Read Chapters 3, 4, and 5	Week 4
Chapters 3, 4, and 5; participate in Discussion Board 2. Initial response due by Thursday, 9-25-14 @ 10:00 pm; final responses due by 10:00 pm, CT, 09-27-14	Week 5
Read Chapters 6, 7, and 8	Week 6
Chapters 6, 7, and 8; participate in Discussion Board 3. Initial response due by Thursday, 10-09-14 @ 10:00 pm; final responses due by 10:00 pm, CT, 10-11-14	Week 7
Read Chapters 9, 10, and 11; participate in Discussion Board 4. Initial response due by Thursday, 10-16-14 @ 10:00 pm; final responses due by 10:00 pm, CT, 10-18-14	Week 8
Read Chapters 9, 10, and 11	Week 9
Chapters 12 and 13; participate in Discussion Board 5. Initial response due by Thursday, 10-30-14 @ 10:00 pm; final responses due by 10:00 pm, CT, 11-01-14	Week 10
Read Chapters 14 and 15	Week 11
Chapters 14 and 15; participate in Discussion Board 6. Initial response due by Thursday, 11-13-14 @ 10:00 pm; final responses due by 10:00 pm, CT, 11-15-14	Week 12
Read Chapter 16; participate in Discussion Board 7. Initial response due by Thursday, 11-20-14 @ 10:00 pm; final responses due by 10:00 pm, CT, 11-22-14	Week 13
Thanksgiving Week. Work on Final Paper and prepare for final exam	Week 14
Final Paper Due 12-1-1 by 10:00 pm	Week 15
Comprehensive Final Exam Due 12-07-14 @ 10:00 pm	Finals Week

All materials used in this course, including PowerPoint slides, this syllabus, etc. are copywrited by the Professor and cannot be used without express written permission. Every effort has been made to produce a syllabus that is free of errors; however, the Professor reserves the right to edit and modify the syllabus at any time. Revised 23 July 2014.