COURSE: TMGT 351-01W Managing Cultural Differences

CRN: 81515

COURSE SYLLABUS: Fall, 2012, REVISED

PROFESSOR

David O. Anderson, PhD, CIH, CSP, QEP, CPEA – Assistant Professor
Office Location: AG/IT 216
Office Hours: By Appointment; normally Monday – Thursday between 9:00 – 11:00 am and 12:00 - 2:00 pm. Due to University and other requirements, appointments are preferred.
Office Phone: 903.886.5471
Office Fax: 903.886.5960
University Email Address: David.Anderson@tamuc.edu

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


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

COURSE DESCRIPTION:
This course is a study of managing cultural differences in professional organizations and environments globally. 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, including management, both globally and in U.S. business and industry,
• 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 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

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Maximum Points</th>
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<tr>
<td>Reading assignments; participation in Discussion Boards (7 Assignments) @ 50 points, maximum)</td>
<td>350</td>
</tr>
<tr>
<td>Research Paper</td>
<td>350</td>
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<tr>
<td>Final Examination</td>
<td>300</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>1000</strong></td>
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Grades will be determined by the following:

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<thead>
<tr>
<th>%</th>
<th>Total Points</th>
<th>Grade</th>
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<tbody>
<tr>
<td>90-100</td>
<td>900-1000</td>
<td>A</td>
</tr>
<tr>
<td>80-89</td>
<td>800-899</td>
<td>B</td>
</tr>
<tr>
<td>70-79</td>
<td>700-799</td>
<td>C</td>
</tr>
<tr>
<td>60-69</td>
<td>600-699</td>
<td>D</td>
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<tr>
<td>&lt; 60</td>
<td>&lt; 600</td>
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Discussion Boards (350 Points)
There will be a total of 10 postings to discussion boards. Students will be required to post their personal responses no later than Wednesday evening of the week due, and then provide detailed comments to at least 2 other student postings no later than Sunday evening.

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.

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.* Supporting PowerPoints will be eligible for extra consideration.

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 will post APA guideline tools in the Doc Sharing folder students may chose to use (or not).

**Research Paper Due: December 2, 2012 by 10:00pm. 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, Case Studies, and materials provided in the Doc Sharing section.

**Completed Final Examination Due:** December 9, 2012 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 probable 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.tamu-commerce.edu/login.aspx](https://leo.tamu-commerce.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@tamu-commerce.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 ClassLive Pro sessions, as well as Discussion Boards, submit assignments 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. As this is a summer class, no set office hours are in effect. The Professor will communicate with students via email, ClassLive Pro, and 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. Keep your electronic copies for future use in capstone or portfolio courses.

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.

Convention: LastName,Initial(s),CourseNumber,SubmittalName/Number,Extension
Examples: SmithJB-TMGT351-01W-HW01.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.tamu-c.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 Specific Procedures:

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.

In addition the College has instituted its own form to prevent plagiarism. All students are required to read the form and send an e-mail to the Professor indicating that they have read, understand, and accept this policy within one (1) week of the start of the semester. Failure to do so will result in being dropped from the course.

University Specific Procedures:

ADA Statement

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 132
Phone (903) 886-5150 or (903) 886-5835
Fax (903) 468-8148
StudentDisabilityServices@tamu-commerce.edu
Student Disability Resources & Services

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

Avoid them. 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.
All materials used in this course, including PowerPoint slides, this syllabus, etc. are copyrighted 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.

### COURSE OUTLINE / CALENDAR

<table>
<thead>
<tr>
<th>Dates</th>
<th>COURSE OUTLINE / CALENDAR</th>
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<tbody>
<tr>
<td>08-29-11</td>
<td>1st Official Day of Class</td>
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<tr>
<td>Week 1</td>
<td>Review objectives, syllabus, etc. Become familiar with MyLeo and e-College software. Submit required acknowledgements</td>
</tr>
<tr>
<td>Week 3</td>
<td>Read Chapters 1 and 2; participate in Discussion Board 1. Initial response due by Thursday, 9-20-12 @ 10:00 pm; final responses due by 10:00 pm, CT, 09-23-12 (Saturday)</td>
</tr>
<tr>
<td>Week 4</td>
<td>Read Chapters 3, 4, and 5; participate in Discussion Board 2. Initial response due by Thursday, 9-27-12 @ 10:00 pm; final responses due by 10:00 pm, CT, 9-30-12</td>
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<tr>
<td>Week 6</td>
<td>Read Chapters 6, 7, and 8; participate in Discussion Board 3. Initial response due by Thursday, 10-11-12 @ 10:00 pm; final responses due by 10:00 pm, CT, 10-14-12</td>
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<tr>
<td>Week 8</td>
<td>Read Chapters 9 and 10; participate in Discussion Board 4. Initial response due by Thursday, 10-25-12 @ 10:00 pm; final responses due by 10:00 pm, CT, 10-28-12</td>
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<tr>
<td>Week 10</td>
<td>Read Chapters 11 and 12; participate in Discussion Board 5. Initial response due by Thursday, 11-08-11 @ 10:00 pm; final responses due by 10:00 pm, CT, 11-11-12</td>
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<tr>
<td>Week 12</td>
<td>Read Chapters 13 and 14; participate in Discussion Board 6. Initial response due by Thursday, 11-22-15 @ 10:00 pm; final responses due by 10:00 pm, CT, 11-25-12</td>
</tr>
<tr>
<td>Week 14</td>
<td>Read Chapters 16 and 17; participate in Discussion Board 7. Initial response due by Thursday, 11-29-12 @ 10:00 pm; final responses due by 10:00 pm, CT, 12-01-12</td>
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<td>Week 15</td>
<td>Final Paper Due 12-02-12 @ 10:00 pm</td>
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<tr>
<td>Week 15</td>
<td>Final Exam Due 12-09-12 @ 10:00 pm</td>
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Even though every effort has been made to produce an error-free syllabus, including due dates and assignments, the Professor reserves the right to edit or modify the syllabus at any time. All materials, including syllabus, notes, etc. are copyrighted by the Professor. Revised 2 Oct. 2012.