**Lansing Community College**

**Course Syllabus for Spring 2011 Semester**

**MGMT 234: Diversity in the Workplace (HYBRID)**

**Business Careers Department**

Students with disabilities who believe that they may need accommodations in this class are encouraged to contact the Office of Disability Support Services, Room 204 Gannon Building or by calling 517-483-1904 as soon as possible to better ensure that such accommodations are implemented in a timely fashion.

**Course Instructor:** Tonjala Eaton

 Primary Communication: Angel Course Management System

 Secondary Communication: (205) 432-8825 (cellular phone)

 Office hours are by appointment only.

 I. Course Code: MGMT 234

 Course Title: Diversity in the Workplace: A Domestic and Global Perspective

 Credit: 3

 Lecture: 48

 II. Prerequisite: Basic Skills Requirement: Reading Level 5

 III. Course Description

This course explores cultural, gender/sexual, physical, and other minority experiences in the work place and in the world. The management of human resources will be examined from a domestic and global perspective. Emphasis is on helping the majority group and the minority group become aware of the other’s opinions, feelings, and perspective. Instruction takes an experiential, awareness training approach.

 IV. Instructional Materials

 A. Textbook(s) Required:

1. Carr-Ruffino, N. (2009) Managing Diversity: People Skills for a Multicultural Workplace. 8th ed. Pearson Custom Publishing: Boston, MA. – ISBN 978-0558333645

(7th ed. = ISBN 0-536-12602-X – bookstore probably will not buy the book back)

(6th ed. = ISBN 0-536-75143-9 – bookstore will not buy the book back)

2. Stalvey, L.. (1989) The Education of a WASP. Madison, WI: The University of Wisconsin Press. (ISBN 0-299-11974-2)

3. Diversity in the Workplace CD-ROM Set or DVD (2003) Produced by LCC Media Department; available at The Hole-In-The-Hall (GB 133 10am-5pm M-F)

 B. Other Materials/Resources: (suggested)

1. Three-ring notebook for printouts

 C. Tools, Equipment or Apparel (to be provided by the student): none

 V. Student Learning Outcomes:

Based on established textbook standards and professional practices, the successful student will:

1. Identify opinions, feelings, and effects of majority and minority groups’ view of life and their impact on the other groups through interactions and facilitated activities that include the following:

a. Male/female perceptions and experience

b. Euro-American experience

c. African American experience

d. Latino American experience

e. Asian American experience

f. Native American experience

g. Experience of persons with different sexual orientations

h. Persons with disabilities and their experience

2. Explore the similarities and differences of a variety of cultures, including those in the following global regions: North America, Asia, Europe, Africa, the Middle East, and Central/South America, and demonstrate an understanding of the ways in which these cultures view themselves

3. Identify specific cultural differences and their impact in the workplace and in global business interactions as they arise out of the establishment of social, political, and economic order, including:

a. Describe and analyze the management of commerce in various countries and societies

b. Identify and describe approaches to the management of human resources, particularly how those approaches have grown out of a culture’s search for truth, justice, and an understanding of what it means to be human

4. Identify specific tools/skills useful in working with diversity in the job setting, including:

a. multicultural skills and cultural awareness

b. recognizing personal ethnocentricity

c. differentiating stereotypes, myths, and facts about other cultures

d. interaction skills that facilitate workplace communication

e. approaches to conflict resolution

5. Share opinions, perceptions, ideas and reflections with others through required writings, discussion, and class participation

6. Explore personal perceptions of cultural behaviors, worldview, and values through self-exploration and self-assessment tools used inside and outside the class

 VI. Methods of Instruction: Lecture, discussion, computer assignments, class presentations, virtual/on-line methods, group work, and other methods as needed

 Comments:

The course will use combinations of the above methods.

 VII. Methods of Evaluating Student Achievement/Progress

A. The following methods are used in this class. Methods and weights in Bold are common to all sections of this course.

Method: Percentage of Final Grade:

Class Attendance Incorporated with Participation

Class Participation 25%

Paper(s) 25%

Report(s)/Presentations 10%

Quizzes Incorporated with Final Exam weight

Exams or Tests Incorporated with Final Exam weight

Final Exam \*\* 30% (see Additional Information)

Other: Capstone Research Paper 10%

Total 100%

Additional Information:

Testing for the course includes tests and a final exam that have a combined weight of 30% of the final grade. A learning contract will be provided for students to track specific points for individual assignments.

B. Grading Scale

(This is an approved Core Course in Global Perspectives and Diversity. You must achieve at least a 2.0 for the class to count toward graduation credits in this area.)

The grading scale used in this course is as follows: Translated into points

|  |  |  |
| --- | --- | --- |
| Percentage | Translated into points | Final Grade |
| 91-100% | 362-400 | 4.0 |
| 86-90% | 342-361 | 3.5 |
| 81-85% | 322-341 | 3.0 |
| 76-80% | 302-321 | 2.5 |
| 71-75% | 282-301 | 2.0 |
| 66-70% | 262-281 | 1.5 |
| 60-65% | 240-261 | 1.0 |
| 0-59% | 0-239 | 0.0 |

 VIII. Course Practices:

College-wide policies are stated in the college Catalog and include those on attendance, withdrawals, and incomplete grades. The College Catalog is available on the internet at www.lcc.edu/catalog/policies\_procedures/academic.htm.

Additional course practices in this class are:

1. You are expected to take responsibility for your own learning experiences in this class.

2. You are expected to communicate with the instructor in a timely manner regarding any extenuating circumstances that will interfere with your participation in and/or the completion of your assignments for this class. All communication with the instructor should be completed via Angel.

3. You are expected to come to (online) class prepared by completing the reading assignments and being able to discuss them.

4. In the spirit of creating a dynamic learning environment, laptops, cell phones (including iphones), ipods, mp3 players or PDAs will NOT be permitted during the class session unless given pre-approval from the instructor. In the event that a class activity requires a digital computing device, the instructor will notify students in advance. This is the only time that such devices are permissible in the classroom.

5. You are expected to use correct grammar, vocabulary, spelling, punctuation, and sentence structure in all written assignments. Errors may be penalized in grading.

6. You are expected to complete the assignments required in the class by the dates on which they are due as outlined by the instructor, the syllabus, and the class schedule.

7. Late assignments may be penalized up to and including non-acceptance, which would result in a grade of 0% for that particular assignment.

8. You are responsible for initiating a course withdrawal or request for an incomplete grade. However, the instructor reserves the right to “administratively withdraw” any person who does not meet the attendance/participation requirements of the course.

 Any student who does not participate in assignments during the first two weeks of the semester may be dropped for non-attendance following the end of the second week of class. In the course of the semester, any student who misses four weeks of assignments (consecutive or non-consecutive) without an excused absence from the instructor may be dropped for non-attendance.

9. Unless previously arranged with the instructor, there will be no make-up tests/exams nor any make-up for class assignments missed. Make-up activities must be prearranged with the instructor (before you are absent).

10. Requirements for particular assignments will be explained by the instructor and outlined in a separate document.

11. Students caught cheating or plagiarizing will receive a zero on the exam/activity/assignment and will not be able to retake, retry, or resubmit.

12. The instructor may drop the student from the course with a failing grade for cheating or plagiarizing.

13. The instructor may drop the student from the course for disruptive classroom behavior.

 IX. Detailed Outline of Course Content and Sequencing:

For specific content and sequencing of classes and assignments, see the outline on the “Class Schedule and Assignments Due” document.

 X. Transfer Potential:

For transferability information, please consult The Transfer Equivalency List located on the internet at www.lcc.edu/transfer/equivalencylist.htm. For additional transferability information contact the LCC Counseling Services Department, (517)483-1904.

The MACRAO Transfer Agreement simplifies the transfer of students from some Michigan institutions to others. A list of LCC courses which apply toward the agreement appears in the College Catalog.

 XI. Student Academic Integrity and Classroom Behavior:

The very nature of higher education requires that students adhere to accepted standards of academic integrity. Therefore, Lansing Community College has adopted a Code of Academic Conduct and a Statement of Student Academic Integrity. These may be found in the College Catalog. The violations of academic integrity listed and defined are cheating and plagiarism. It is the student’s responsibility to be aware of behaviors that constitute academic dishonesty.

1. • Students caught cheating or plagiarizing will receive a zero on the exam/activity/assignment and will not be able to retake, retry, or resubmit
2. • The instructor may drop the student from the course with a failing grade for cheating or plagiarizing

Classroom behavior that interferes with the instructional process is not tolerated. The consequences are addressed in the College Catalog under Administrative Withdrawal.

1. • The instructor may drop the student from the course for disruptive classroom behavior

 XII. Other Course Information:

Important Dates for Spring 2011:

Last day for 100% refund January 21

Last day for 50% refund January 28

Required Assignments:

1. Participation: Participation in class activities will be documented via a point system. Each unit will have an agenda that lists specific readings and tasks needing completion within the unit. Since the course design relies heavily on experiential learning, repeated absence from online class activities and failure to prepare will adversely affect your grade. (Extenuating circumstances must be discussed with the instructor.)

2. Personal Reflection Papers: These papers are just what they are called – a personal reflection on the topic of the assignment. These papers are to be your reflections – thoughts, feelings, reactions – to the topic. There are no “right” or “wrong” reactions per se. What is desired is honesty, openness, and sincerity - a willingness to look at oneself in the “mirror” - even if the writing might be unpleasant for you or the instructor. Directions will be given for each reflection assignment during the semester.

3. 2 Interviews: During the course of the semester, you will submit three written transcript/summaries of your personal interviews with persons who are “outside” your cultural and social circle. The handout, Interview Assignments, will be available in the Assignments folder. Specific guidelines and grading criteria will be explained.

4. Capstone research paper: A capstone research paper written in American Psychological Association (APA) format will be required. The handout, Student Research Paper and Group Presentation, will be available in the Assignments folder. Specific guidelines and grading criteria will be explained.

5. Group presentation: A class presentation on the workplace implications of international and global business interactions is required. The presentation is a group effort. Points will be awarded for participation as well as content. The handout, Student Research Paper and Group Presentation, will be available in the Assignments folder. Specific guidelines and grading criteria will be explained.

6. Testing: A quiz for each unit and three exams will be given during the semester. Further details will be given during the semester. Keep track of readings, activities, and discussions. These will be of help to you when preparing for the exams.

The last exam of the semester is required to pass the course. Students who do not take this exam will receive a 0.0 for a final grade.