

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO



COURSE OUTLINE

COURSE TITLE: SMALL BUSINESS MANAGEMENT

CODE NO. : BUS 228 SEMESTER: Three

PROGRAM: BUSINESS

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DATE: 200409/08 PREVIOUS OUTLINE DATED: Sep./03

APPROVED:

	_____	_____
	DEAN	DATE
<u>TOTAL CREDITS:</u> THREE		

PREREQUISITE(S): NONE

<u>LENGTH OF COURSE:</u> 16 WEEKS	<u>TOTAL CREDIT HOURS:</u> 48
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I. COURSE DESCRIPTION:

This course provides the students with in depth knowledge of the role of managers in the contemporary business environment. The Fundamentals of Management that best prepare graduates to manage a Small to Medium-sized Enterprise will be emphasized in this course.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Describe management, its functions, and the types of managers and their major roles.

Potential Elements of Performance:

- Define management and describe its functions.
- Describe the different kinds of managers.
- Explain the major sub roles that managers perform.
- Explain what companies look for in a manager.
- Discuss the 10 top mistakes managers make.
- Describe the transition that employees go through when they are promoted to management.
- Explain how and why companies can create competitive advantage through people.
- Provide complete explanations for the major terms of the section.

2. Discuss organizational environments and cultures, the impact they have on organizations and the effects of changing environments and cultures.

Potential Elements of Performance

- Discuss how changing environments affect organizations.
- Describe the four components of the general environment.
- Explain the five components of the special environment.
- Describe the process that companies use to make sense of their changing environments.
- Explain how organizational cultures are created and how cultures may help companies to be successful.
- Provide complete explanations for the major terms of the section.

3. Explain ethical and non-ethical behaviours in the workplace and discuss various aspects of social responsibility.

Potential Elements of Performance:

- Discuss how the nature of a management job creates the possibility of ethical abuse.
 - Identify common kinds of workplace deviances.
 - Describe what influences ethical decision-making.
 - Explain the steps managers may take to improve ethical decision-making.
 - Explain how organizations may choose to respond to societal demands for social responsibility.
 - Discuss whether social responsibility hurts or helps an organization's economic performance.
 - Provide complete explanations for the major terms of the section.
4. Explain the costs and benefits of planning, how to make a plan that works and the different kinds of plans.

Potential Elements of Performance:

- Discuss the costs and benefits of planning.
 - Describe how to make a plan that works.
 - Discuss how companies can use plans at all management levels, from the top down.
 - Describe the different kinds of special purpose plans that companies use to plan for change, contingencies, and product development.
 - Provide complete explanations for the major terms of the section.
5. Discuss the importance of information, its characteristics and costs and methods of gathering, accessing. And sharing information.

Potential Elements of Performance

- Explain the strategic importance of information.
- Describe the characteristics of useful information.
- Explain the basics of capturing, storing, processing, and protecting information.
- Describe how companies can share and access information and knowledge.
- Provide complete explanations for the major terms of the section.

6. Explain communications, its process, problems, kinds, improving it, and managing the communication function.

Potential Elements of Performance:

- Explain the role that perception plays in communication and communication problems.
- Describe the communication process and the various kinds of communication in organizations.
- Explain how managers may manage effective, one-on-one communication.
- Describe how managers can manage effective organization wide communications.
- Provide complete explanations for the major terms of the section.

7. Discuss various important aspects of control in an organization

Potential Elements of Performance:

- Describe the basic control process.
- Answer the question: Is control necessary or possible?
- Discuss the various methods management may use to maintain control.
- Describe the behaviour, process, and outcomes that managers are choosing to control today's organizations.
- Provide complete explanations for the major terms of the section.

8. Explain organizational strategies at various levels of the organization.

Potential Elements of Performance:

- Explain the components of sustainable competitive advantage and why it is important.
- Describe the details in the strategy-making process.
- Explain the different kinds of corporate-level, industry-level and the components and kinds of firm-level strategies
- Provide complete explanations for the major terms of the section.

9. Discuss the significance of managing innovation and change in an organization.

Potential Element of Performance:

- Explain why innovation matters to companies.
- Discuss the different methods that managers may use to effectively manage innovation and change.
- Discuss why change occurs and why it matters.
- Discuss the different methods that managers may use to better manage change as it occurs.
- Provide complete explanations for the major terms of the section.

Each of the learning outcome will be weighted approximately equal

III. TOPICS:

1. Introduction to Management
2. Organizational Environment and Culture
3. Ethics and Social Responsibility
4. Planning
5. Managing Information
6. Managing Communication
7. Control
8. Organizational Strategy
9. Innovation and Change

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Chuck Williams, Alex Z. Kondra, and Conor Vibert, Management 1st Canadian Edition; Thomson Nelson; 2004; ISBN 0-17-622322-3

EVALUATION PROCESS/GRADING SYSTEM:

Students will be evaluated on the following basis:

• Assignments and Quizzes	25%
• First Test	20%
• Second Test	25%
• Final Examination (semester work)	<u>30%</u>
TOTAL	100%

TESTS:

All tests will consist primarily of essay questions and will be rounded out with multiple choice questions (or other objective type questions) to complement and extend the test areas. Dates of tests will be announced approximately one week in advance. **Students are required to write all tests and quizzes as scheduled!!**

THERE ARE NO RE-WRITES OF INDIVIDUAL TESTS OR QUIZZES!!

Each student must meet the following requirements in order to complete this course successfully:

1. Must complete, in a fashion acceptable to the professor, all projects and assignments.
2. Must write the two tests and the final exam. If a student misses a test, or the final exam and has not made appropriate arrangements as outlined below, he/she will receive a mark of zero for that test/exam.
3. Must have an overall mark of 50%. This mark includes all work in the semester.

Students who are not successful in achieving the minimum mark of 50% and/or do not complete the required assignments in an acceptable fashion, as they are due, will repeat the course.

FINAL GRADES WILL BE ISSUED BY THE REGISTRAR'S OFFICE

The following semester grades will be assigned to students in postsecondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>	<u>Grade Point Equivalent</u>
A+	90 - 100%	4.00	4.00
A	80 - 89%	3.75	3.75
B	70 - 79%	3.00	3.00
C	60 - 69%	2.00	2.00
D	50 - 59%	1.00	
F (Fail)	49% or below	0.00	0.00
CR (Credit)	Credit for diploma requirements has been awarded.		
S	Satisfactory achievement in field /clinical placement or non-graded subject areas.		
U	Unsatisfactory achievement in field/clinical placement or non-graded subject areas.		
X	A temporary grade. This is used in limited situations with extenuating circumstances giving a student additional time to complete the requirements for a course.		
NR	Grade not reported to Registrar's office.		
W	Student has withdrawn from the course without academic penalty.		

The following postsecondary

Students will require a minimum Grade Point Average of 2.00 in order to graduate.

VI. SPECIAL NOTES:

Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with the Special Needs office. Visit Room E1204 or call Extension 493 so that support services can be arranged for you.

Retention of course outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Plagiarism:

Students are directed to the definition of “academic dishonesty” in *Student Rights and Responsibilities*. Students who engage in “academic dishonesty” will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course outline amendments:

The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

Missed Tests/Exam:

If a student is not able to write a test/exam as scheduled, for medical reasons or some other emergency, that student is asked to contact the professor **prior** to the test/exam and provide an explanation which is acceptable to the professor. (Medical certificates or other appropriate proof **may** be required.) Following the student's return to the college, he/she must request, in writing, to write a makeup for the missed test/exam. This request will be in proper letter form (typed), hard copy, (no e-mail) and must outline the reasons for requesting special consideration. Making such a request does not guarantee that the student will receive permission to make up for the missed test/exam. Such requests must be made within one week of the student's return to the college.

The professor will consider the request, and if permission is granted, the test/exam will be given at the end of the semester, or at some other time at the professor's convenience. This will allow time for the student to prepare for the test without missing important work and to provide time for the professor to prepare a new test.

In considering the request, the professor will taken a number of factors into consideration. These will include, but limited to, the student's attendance and participation in class, completion of other tests, quizzes, and assignments as scheduled and the professor's judgment as to the student's potential success.

In all other cases, the student will receive a mark of zero for that test.

THERE WILL BE NO SUPPLEMENTARY TESTS!!**Attendance:**

Students are expected to attend all scheduled classes. Attendance will be taken for each class on a sign in basis starting shortly after the semester begins. Students will be advised when the process is to begin.

Students must sign themselves in only!! Signing for another student, whether the other student is present or not, will be tantamount to academic dishonesty. Student are advised to read the Students' Rights and Responsibilities for the consequences of academic dishonesty.

While students are expected to attend all classes, it is understood that circumstances beyond their control may prevent them from doing so.

Students who find themselves in this category should treat the classes as a job and take action accordingly.

In all cases, attendance of less than 80% of the scheduled classes is not acceptable.

The professor will use attendance as one of the factors in considering student requests for special consideration in writing missed tests, submitting late assignments, etc.

Submitting Assigned Work:

All assignments, projects, questions, etc. must be submitted to the professor at the beginning of class on the due date. Once the class starts, any assignment, etc. which has not been submitted will be considered late. If no class is scheduled on the due date, students are required to deliver the assignments, etc. to the professor's office, by the deadline time. Assignments, etc. may be submitted in advance; normally assignments, etc. will not be accepted after the stated deadline. If a student wishes consideration for a late submission, he/she must make this request in a formal typed letter (hard copy) providing an explanation. If the assignment is accepted late, a penalty will be assessed.

Assignments, etc. will not be accepted late once those which were submitted on time have been graded and returned to students..

It is the student's responsibility to ensure that the professor gets his/her completed assignment, etc. Do not place the assignment, etc. in the professor's mailbox and do not deliver it to his/her office during class.

Return of Students' Work:

Tests, quizzes, assignments, etc. will be returned to students during one of the normal class times. Any student not present at that time must pick up his/her test, etc. at the professor's office within three weeks of that class. Tests, etc. not picked up within the three weeks will be discarded. End of semester tests, etc. will be held for three weeks following the end of the semester. If they have not been picked up within that three-week period, they will be discarded.

Students are required to retain their tests, quizzes, assignments, etc. in the event that there is a disagreement with the mark received and the mark recorded by the professor. If the student is not able to present the instrument in question, the professor's recorded mark will stand.

Questions &/or Concerns:

IT WILL BE TO THE STUDENTS' ADVANTAGE TO HAVE QUESTIONS, CONCERNS, OR PROBLEMS RELATED TO HIS COURSE RESOLVED AS SOON AS POSSIBLE. IF YOU REQUIRE ASSISTANCE, HAVE PROBLEMS OR CONCERNS, SEE YOUR PROFESSOR. HE WILL BE MORE THAN HAPPY TO HELP!!

Students are urged to ask questions and to participate in and contribute to the class discussion. Students are also encouraged to read newspapers, magazines, etc. and to tune in to radio and television newscasts for economic and business news. This will make the subject more understandable, interesting, and practical. It will provide students the opportunity to better apply the theory and to enhance his/her opportunity for success in this course.

PLEASE KEEP IN MIND THAT THIS SUBJECT IS NOT A 'SPECTATOR SPORT.' STUDENTS MUST DO THE REQUIRED WORK IF THEY EXPECT TO BE SUCCESSFUL.

Classroom Decorum:

Students will respect the diversity and the dignity of those in the classroom. Student will respect the professor's right and duty to teach and students' right to learn without interference. Students who cause any interference with the objectives of the class will be asked to leave the classroom and will not be permitted to return until he/she commits in writing, typed, (a formal letter) that he/she will conduct themselves appropriately in the classroom. This letter will be addressed to the professor.

If a student is asked to leave the classroom a second time, he/she must make an appointment with the Dean who will decide if the student will be permitted to return to class. The Dean will be given a copy of the above letter.

In the event that a student is asked to leave the classroom a third time, he/she will not be permitted back to the classroom for the rest of the semester. The Dean will also decide if any other action needs to be taken.

Students attending this class do so to study Small Business Management. Therefore, no other activity will be permitted. Student's who wish to engage in other activities will be asked to leave the classroom, as described above.

Other inappropriate behaviour includes, but not limited to, sleeping in class, or appearing to be sleeping in class, putting feet (foot) on the furniture, writing on the furniture, talking or otherwise communicating privately with other students, have a cell phone on during class, etc.

It is the professor's intention to maintain proper classroom decorum at all times in order to provide the best possible learning and teaching environment.

Only those who are properly registered in this course or those invited by the professor are permitted in the classroom.

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio, if such are available and can be evaluated.

VIII. DIRECT CREDIT TRANSFERS:

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.