

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO



Sault College

COURSE OUTLINE

COURSE TITLE: Small Business Management

CODE NO. : BUS228 **SEMESTER:** 09F

PROGRAM: Business - 2035

AUTHOR: J. Cavaliere BBA, MBA

DATE: 01-09-2009 **PREVIOUS OUTLINE DATED:** 01-09-2008

APPROVED: "Penny Perrier" May 14/09

CHAIR

DATE

TOTAL CREDITS: 4

PREREQUISITE(S): None

HOURS/WEEK: 3

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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 the 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 the Performance:

- Discuss how much control managers have.
- Describe the effect culture has on managerial actions.
- Explain what kinds of culture managers create.
- Describe the influences the environment has on managers.

3. Explain social responsibility and what it takes to be an ethical and socially responsible manager.

Potential Elements of the Performance:

- Describe social responsibility.
- Identify performance related outcomes that derive from socially responsible management.

- Explain the steps managers may take to improve ethical decision-making.
- Explain how values influence management.
- Describe ethics and how ethical behavior can be encouraged

4. Explain the foundations of Planning.

Potential Elements of the Performance:

- Discuss the costs and benefits of planning.
- Define planning.
- Describe how managers set goals and develop plans.
- Identify the challenges in planning.

5. Discuss the different structures of Organizational Design.

Potential Elements of the Performance:

- Identify the major elements of organizational structure.
- Describe the factors that affect organizational structure.
- Identify how organizations can be structured beyond the traditional designs.

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

Potential Elements of the 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.

7. Discuss the key concepts of Leadership.

Potential Elements of the Performance:

- Describe how leaders and managers differ.
- Discuss the theories of trait and behavioral theories as they relate to leadership.
- Explain how contingency theories of leadership improve our understanding of leadership.
- Describe the cutting-edge approaches to leadership.

- Identify the major leadership issues today.
8. Explain the Foundations of Control.

Potential Elements of the Performance:

- Describe control.
 - Explain how managers engage in control.
 - Describe how managers measure organizational performance.
 - Identify the tools used for measuring and monitoring performance.
9. Discuss the significance of managing innovation and change in an Organization.

Potential Elements of the 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.

III. TOPICS:

1. Introduction to Management and Organizations; Chapter 1
2. Organizational Environment and Culture: Chapter 2
3. Managerial Ethics and Social Responsibility: Chapter 4
4. Planning: Chapter 6
5. Organizational Structure and Design Chapter 9
6. Communication and Information Technology Chapter 10
7. Leadership: Chapter 12
8. Foundations of Control: Chapter 15
9. Managing Change and Innovation: Chapter 16

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Management, 9th Canadian Edition, Pearson Prentice – Hall
Robbins, Coulter, Langton
ISBN: 9780132068734

V. EVALUATION PROCESS/GRADING SYSTEM:

Students will be evaluated as follows:

- Test #1: Chapters: 1, 2 & 4 (34% of grade)
- Test #2: Chapters: 6, 9, & 10 (33% of grade)
- Test #3: Chapters: 12, 15 & 16 (33% of grade)

TESTS:

All tests will consist primarily of essay questions and 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 as scheduled!! There are no Supplementary exams or re-writes of individual exams.**

The following semester grades will be assigned to students:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to 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.	

VI. SPECIAL NOTES:

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.

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.

Prior Learning Assessment:

Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question. Please refer to the Student Academic Calendar of Events for the deadline date by which application must be made for advance standing.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.

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

Disability Services:

If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Disability Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. A professor/instructor may assign a sanction as defined below, or make recommendations to the Academic Chair for disposition of the matter. The professor/instructor may (i) issue a verbal reprimand, (ii) make an assignment of a lower grade with explanation, (iii) require additional academic assignments and issue a lower grade upon completion to the maximum grade “C”, (iv) make an automatic assignment of a failing grade, (v) recommend to the Chair dismissal from the course with the assignment of a failing grade. 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.

Student Portal:

The Sault College portal allows you to view all your student information in one place. **mysaultcollege** gives you personalized access to online resources seven days a week from your home or school computer. Single log-in access allows you to see your personal and financial information, timetable, grades, records of achievement, unofficial transcript, and outstanding obligations, in addition to announcements, news, academic calendar of events, class cancellations, your learning management system (LMS), and much more. Go to <https://my.saultcollege.ca>.

Electronic Devices in the Classroom:

Students who wish to use electronic devices in the classroom will seek permission of the faculty member before proceeding to record instruction. With the exception of issues related to accommodations of disability, the decision to approve or refuse the request is the responsibility of the faculty member. Recorded classroom instruction will be used only for personal use and will not be used for any other purpose. Recorded classroom instruction will be destroyed at the end of the course. To ensure this, the student is required to return all copies of recorded material to the faculty member by the last day of class in the semester. Where the use of an electronic device has been approved, the student agrees that materials recorded are for his/her use only, are not for distribution, and are the sole property of the College.

Electronic devices used to record instruction are not allowed in the classroom with the exception of issues related to accommodations of disability. Formal accommodation documentation must be provided by the student from the Disability Services Department prior to requesting the recording of instruction.

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.

If a student is asked to leave the classroom a second time, he/she must make an appointment with the Chair of the Business Department who will decide if the student will be permitted to return to class.

Students attending this class do so to study Introduction to 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.

Cell Phones must be turned off during class time. If a student does not follow this policy they will be asked to leave the classroom.

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.

Attendance:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session. ***It is the departmental policy that once the classroom door has been closed, the learning process has begun. Late arrivers will not be granted admission to the room.***

Students are expected to attend all scheduled classes. Attendance will be taken for each class on a sign in basis. In all cases, attendance of less than 80% of the scheduled classes is not acceptable.

Return of Students' Tests, Exams and Assignments:

Tests and assignments 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 or assignment at the professor's office within two weeks of that class. Tests and assignments not picked up within the two weeks will be discarded. End of semester tests and assignments will be held for two weeks following the end of the semester. If they have not been picked up within that two-week period, they will be discarded.

Students are required to retain their tests and assignments 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 test/assignment in question, the professor's recorded mark will stand.

Tuition Default:

Students who have defaulted on the payment of tuition (tuition has not been paid in full, payments were not deferred or payment plan not honored) as of the first week of *November* will be removed from placement and clinical activities. This may result in loss of mandatory hours or incomplete course work. Sault College will not be responsible for incomplete hours or outcomes that are not achieved or any other academic requirement not met as of the result of tuition default.

Students are encouraged to communicate with Financial Services with regard to the status of their tuition prior to this deadline to ensure that their financial status does not interfere with academic progress.

Contact Information:

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