NOTE to prospective students: This syllabus is intended to provide students who are considering taking this course an idea of what they will be learning. A more detailed syllabus will be available on the course site for enrolled students and may be more current than this sample syllabus.

Managing Individual and Team Performance
BA352 Online

<table>
<thead>
<tr>
<th>Instructor:</th>
<th>Jon B. Broome, MBA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Hours Online</td>
<td>Use email to set up an appointment for voice/chat. Please include “BA352” in the subject line for all emails.</td>
</tr>
<tr>
<td>Office Phone:</td>
<td>541-953-7725</td>
</tr>
<tr>
<td>Day/Time</td>
<td>online</td>
</tr>
<tr>
<td>Class Location</td>
<td>Online</td>
</tr>
<tr>
<td>Credits</td>
<td>This course combines approximately 90 hours of instruction and assignments for 4 credits.</td>
</tr>
</tbody>
</table>

Course Description:
This course will provide students with opportunities to diagnose individual and small-group behavior and develop their skills at improving individual and small-group performance in a variety of organizational settings. The emphasis will be on professional skill development and the practical application of the theoretical concepts and research discussed in class.

Learning Objectives/Outcomes
Students who successfully complete BA 352:
- Have assessed how their values, attitudes, perceptions and behaviors impact their interpersonal effectiveness and professionalism.
- Have developed and enhanced the essential interpersonal skills for being an effective team leader and member of a variety of organizations with a diverse membership.
- Have used appropriate conceptual frameworks from management research and practice to diagnose and improve individual performance and group dynamics.
- Have developed an awareness of the role of effective management in organizations.
- Have a framework for assessing the ethical implications of the decisions they make and the actions they take so that they work more effectively with persons (1) with disabilities, (2) from diverse ethnic, cultural, gender backgrounds and (3) across various hierarchical and social strata.

This course is offered through Oregon State University Extended Campus. For more information, contact:
Web: ecampus.oregonstate.edu  Email: ecampus@oregonstate.edu  Telephone: 800-667-1465
Learning Resources

Course Text - Required
NOTE: For textbook accuracy, please always check the textbook list at the OSU Bookstore website. Sample syllabi may not have the most up-to-date information.

Grading Policies
Your individual performance is based on instructor assessment. Your group performance is based on instructor and team member assessments. The table below shows the points available from the various assignments. Your final letter grade is based on the relative distribution of total points (curve) at the end of the quarter.

<table>
<thead>
<tr>
<th>Assignment or Assessment</th>
<th>Points possible</th>
<th>Percent (rounded)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Showroom - compare current organizations to our course topics.</td>
<td>200</td>
<td>7</td>
</tr>
<tr>
<td>Showroom comments 4 @50 points each</td>
<td>200</td>
<td>7</td>
</tr>
<tr>
<td>Personal Journal – 10 discussion entries @ 25 points each</td>
<td>250</td>
<td>8</td>
</tr>
<tr>
<td>Bonus points for exemplary work</td>
<td>Up to 50</td>
<td>0</td>
</tr>
<tr>
<td>Quizzes: 3 @100 points each</td>
<td>300</td>
<td>10</td>
</tr>
<tr>
<td>Exam 1 – Comprehensive and Proctored</td>
<td>500</td>
<td>17</td>
</tr>
<tr>
<td>Final Exam – Comprehensive and Proctored</td>
<td>500</td>
<td>17</td>
</tr>
<tr>
<td>Team</td>
<td></td>
<td></td>
</tr>
<tr>
<td>“Effective Team building” Learning how to work well as a team. 10 modules.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Module 5 assignment</td>
<td>250</td>
<td>17</td>
</tr>
<tr>
<td>Module 10 assignment</td>
<td>250</td>
<td></td>
</tr>
<tr>
<td>Team Final Assignment – “The greatest business” Team OB analysis of a current success story.</td>
<td>500</td>
<td>17</td>
</tr>
<tr>
<td>Total possible points</td>
<td>3,000</td>
<td>100</td>
</tr>
</tbody>
</table>

The grading scale is as follows:
A 100-93%; A- 92.9-90; B+ 89.9-87; B 86.9-83; B- 82.9-80; C+ 79.9 77; C 76.9-73; C- 72.9-70; D+ 69.9-67; D 66.9-63; D- 62.9-60; F below 60

NOTE: You should know now what grade you need to receive in this class. You have ample opportunity to earn that grade. Please feel free to discuss your grade requirements with me during the first two weeks of the quarter. Throughout the quarter I will work with you and do all I can to help you earn the grade you need. However, do not ask me to supplement your earnings at the end of the semester. Therefore, there is no need to request a grade change at the end of quarter due to your need to either: (1) graduate, (2) avoid academic probation, (3) get off probation, (4) stay in the country, (5) stay in school, (6) keep your scholarship or financial aid, (7) avoid the wrath of your parents, or (8) avoid any other grade related calamity.

Course Requirements
Following is a short synopsis of the course requirements. For a complete description of each, see the instructions in each module

1. **Quizzes: 3 (max 100 points each =300)** See the course schedule for due dates. These quizzes are not proctored.
2. **One Mid-term and one Final Exam (max 500 points each =1000)**

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The student will need to arrange a proctor for each exam. Do this in week 1 of the term. There will be one cumulative midterm exam and one cumulative final exam. The exams will consist of a combination of multiple choice, short answer, and/or essay questions, and will cover the chapters indicated in the “Course Schedule”. The cumulative final exam will cover material from the entire term and may be a combination of multiple choice, short answer, and essay questions.

3. **Personal Journal – 10 discussion entries (max 25 points each =250)**
   Part of the learning in this class is to become more aware of your own strengths and developmental needs. As part of this process you will keep a journal for the duration of this course where you will be recording significant discoveries and insights based on what you have learned from the class. As such, this journal will be a reflection of what you learned from various events and assignments as a result of the skills and behaviors you have learned from this course. See the assignment on Canvas for specific requirements. **Late journal entries will not be given any credit.** All assignments are accepted early.

4. **Showroom- compare current organizations to our course topics 1 discussion entry (max 200 points)**
   VERY IMPORTANT: PICK YOUR OWN DUE DATE. Each student must pick your own due date. Go to the Canvas page in the “Start up” module and enter your name in a date slot. Each week, we will have a few showrooms put up by students. Each student will find a current article that reflects real world application of concepts from our course. Post it to a discussion board. Comment on exactly how it relates to our course.

5. **Showroom comments 4 discussion board entries (max 50 points each =200)**
   Each student will comment on four others’ “Showroom”

6. **Team Assignments “Effective Team building” Learning how to work well as a team. 10 weekly modules, 10 weekly tasks; 2 assignments (max 250 points each =500)**
   Each student is assigned to a team. Each team will maintain the same members throughout the term. By maintaining intact groups, the groups become a focal point for learning and skill development. Each team will have 5-6 members. Each student will watch the “Effective Team Building” lecture for the module and follow instructions in the team assignment. VERY IMPORTANT: It is imperative the each student review the “Effective Team Building” lecture on day 1 or 2 of each module. That way, you will have time to prepare your team assignment for that module. It is a good idea to contact every team member early in the module to make sure this happens.

7. **Team Final Assignment (max 500 points)**
   “The greatest business” Team OB analysis of a current success story. Your team will pick an organization to assess. Note: it must be an organization that you can gather adequate information about to conduct a thorough assessment. It cannot be part of Oregon State University. At the end of the quarter your team will submit a paper/video/slide show, etc. summarizing what you have learned about this company’s approach to Managing Individual and Small Team Performance in terms of what we have learned in class. Additional details in the assignment

8. **Bonus points for exemplary work**
   In this course you will have the opportunity to earn up to an extra 50 points to your final grade in this course by showing exemplary work in any aspect of our course. These points ARE NOT given out to raise a student’s grade. Like any grade in this course, it is earned.

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**Basic Class Policies**

- **Attendance.** This is an active, experiential class. You must participate actively to benefit. There are both team activities and individual activities in each module.
- **Late assignments.** In the interest of fairness to all students, grades on late work will be reduced by one letter grade for every 24 hours late unless you have an acceptable reason (such as a death in your immediate family or personal hospitalization) and get advance approval.
- **Students with disabilities.** Accommodations are collaborative efforts between students, faculty and Disability Access Services (DAS). Students with accommodations approved through DAS are responsible for contacting the faculty member in charge of the course prior to or during the first week of the term to discuss accommodations. Students who believe they are eligible for accommodations but who have not yet obtained approval through DAS should contact DAS immediately at 541-737-4098.
- **Religious accommodation.** Any student having particular needs related to religious observances is requested to speak with me during the first week of the term.
- **Email/Canvas communication.** I will communicate with you using the email address listed for you in Canvas as well as through announcements posted in Canvas. I will hold you responsible for checking your email and Canvas daily.
- **Syllabus and Schedule changes.** The syllabus and schedule are guides, not a contract, and therefore may be changed.
as necessary. If changes are made, I will post an announcement in Canvas generally at least one module in advance of any changes (e.g., change of due date, change of material being covered).

- **Class participation.** Each student is expected to participate in every module. As in the professional world it is to your benefit to become known.

**Statement of Academic Integrity**

Any case of academic dishonesty will result in a grade of F for the course. This action is allowed according to the Academic Regulations and Procedures as described in the Schedule of Courses. This includes anyone found to be using the work or analysis of other individuals/groups in the class or other classes (past or present). Anyone who provides information to other students will be similarly disciplined. Exceptions will not be made for graduation status or magnitude/type of dishonesty.

If there is any doubt about the meaning and interpretation of the Academic Regulations and Procedures, ask for an explanation. Helpful information can also be found at [http://oregonstate.edu/admin/stucon/achon.htm](http://oregonstate.edu/admin/stucon/achon.htm). Additional information and a statement of expectations for student conduct, i.e., cheating policies may be found at: [http://oregonstate.edu/admin/stucon/achon.htm](http://oregonstate.edu/admin/stucon/achon.htm)

**About the Instructor**

Your instructor has thirty+ years’ experience in business; cares deeply about his students; wants students to succeed; is a real person; is accessible to students. Jon B. Broome, MBA received his bachelor of science in engineering international affairs from West Point in 1982 and an MBA from the U of O in 1991. His professional experiences include:

- Officer, US Army / ARMOR
- **Director**, Innovation Management Program and Sustainable Farm Business Management Program at Lane Community College
- **CEO** Prewire Teleconnections
- **Innovation Director**, Cascade Health Solutions Membership Based Primary Care Clinic
- **CEO** Jon Broome & Associates, Innovation Consulting
- **Innovation Director**, Exceptional Health Care Membership Health Clinic
- **CEO** Unity Farm Retreat Center
- **Instructor** OSU

Jon is the author of *Transformation Innovation*, “Sales Skills Development”, and has published numerous articles on business leadership and innovation. He received an OSU Newcomb Associate Award for teaching excellence in 2012 and 2014 and was the OSU “Professor of the Term” in 2015.

Jon’s service activities have included: ARABLE farm loan program board of trustees; Oregon Tilth Certified Organic board of directors; Oregon School District 71 board of directors and Rotary International. He has 2 sons and lives in Beulah Colorado.

**Grade Criteria**

Select your “grade goal” for BA 352.

You must demonstrate the following behaviors to receive your desired grade.

**“A” Student**

- Possesses **excellent knowledge of the subject** matter (as demonstrated by tests, discussions, and assigned or projects).
Reads all materials (including footnotes) early in the module, and take competent notes. 
**Prepares for all class tasks** presenting written work promptly, neatly prepared, according to guidelines, well organized, and free from serious errors. 
**Always makes an effort** to clarify misunderstood material, through canvas, email or on the phone. 
Participate actively and intelligently in all team work. 
Shows **outstanding ingenuity** or initiative in relating knowledge to new situations and/or problems. 
Understands assignments clearly and **follows directions accurately**, and answers questions appropriately. 
Could, and does **tutor other students** about material, especially members of assigned working group. 
Is a **team leader or strong member**.

**“B” Student**
- Possesses **above average knowledge** of the subject matter (as demonstrated by tests, discussions, and assigned projects). 
- **May read all materials** early in the module, but sometimes after, and maybe just before an exam. 
- Prepares for some class tasks presenting written work free from serious errors, but may contain small inadequacies that could have been caught through review. 
- **Usually** makes an effort to clarify misunderstood material. 
- Participates **almost always** in team work. 
- Shows some ingenuity or initiative in relating knowledge to new situations and/or problems. 
- Understands assignments and follows directions, **but may leave some items out**. 
- Is an above team member.

**“C” Student**
- Possesses **average knowledge** of the subject matter (as demonstrated by tests, discussions, and assigned or projects). 
- May or may not do reading, whether early in the module or after. 
- Does the written work that is required, and the work is of acceptable quality, but in need of correction and/or rewriting. 
- Team effort may be difficult, either due to interest or other activities. 
- Possesses and uses a moderate vocabulary in the subject. 
- When in attendance, is attentive, but takes a fairly inactive part in class discussions. 
- Shows little resourcefulness or ingenuity in relating knowledge to new situations and/or problems. 
- Infrequently clarifies material that may be misunderstood, and rarely secures outside help due to other commitments. 
- Is a fair team member, but will miss meetings and assignments.

**“D” Student**
- Possesses **below average knowledge** of the subject matter (as demonstrated by tests, discussions, and assigned or projects). 
- Does not read the reading 
- Does not complete assignments. 
- Team effort and participation is low. 
- Does not appear to understand subject vocabulary. 
- Misses more than two activities and does not attempt to recover information. 
- Consistently is inactive in team work.

**“F” Student**
- Performs below “D” Student.

**Students with Disabilities**
Accommodations are collaborative efforts between students, faculty and 
[Disability and Access Services (DAS)](https://www.oregonstate.edu/depts/disability-and-access-services). Students with accommodations approved through DAS are responsible for contacting the faculty member in charge of the course prior to or during the first week of the term to discuss accommodations. Students who believe they are eligible for accommodations but who have not yet obtained approval through DAS should contact DAS immediately at 541-737-4098.

**TECHNICAL ASSISTANCE:**
If you experience computer difficulties, need help downloading a browser or plug-in, assistance logging into the course, or
if you experience any errors or problems while in your online course, contact the OSU Help Desk for assistance. You can call (541) 737-3474, email osuhelpdesk@oregonstate.edu or visit the OSU Computer Helpdesk online.

- COURSE DEMO
- GETTING STARTED

**COURSE SITE LOGIN INFORMATION**

Information on how to login to your course site can be found [HERE](#).

**REFUND POLICY INFORMATION**

Please see the [Ecampus website](#) for policy information on refunds and late fees.