

MANAGEMENT AND OPERATIONS

Summer in Prague, Prague, Czech Republic

Suggested US semester credit hours: 4

Contact hours: 60

IFSA course code: MG380-17

Delivery method: Face to Face

Course length: Summer

Possible cross-listings: Organizational Behavior, Organizational Structure, Organizational Leadership

COURSE DESCRIPTION

Organizations need both leaders and managers to successfully operate, and their roles are related yet distinct from one another. In this course, students will consider the characteristics, behaviors and traits which support effective management and leadership. This course also introduces the concept of operations as a function and process of business. Successful completion of this course will allow students to apply their knowledge of theories of management and operations to make a positive, efficient and effective contribution to an organization at a junior level.

LEARNING OBJECTIVES

1. Differentiate between the role of a leader and the function of a manager.
2. Apply the role of a leader and the function of a manager in given contexts.
3. Demonstrate an appreciation of the role leaders and managers play in the operations function of an organization.
4. Demonstrate an understanding of the relationship between leadership and management in a contemporary business environment.
5. Become familiar with resources available for further research on management and operations.
6. Make cognitive connections between learning in this course and other learning experiences in the IFSA Summer in Prague program.

PREREQUISITE KNOWLEDGE

1. Understanding of basic organizational structures
2. Basic understanding of management and leadership theories

ESTIMATED COURSE SCHEDULE

Content Delivery	
Summer (3 weeks)	
1	<p>Differentiate between the role of a leader and the function of a manager</p> <p>Contemporary and seminal theories of management such as management by objectives, classical management theories, behavioral theory and contingency theory.</p> <p>The definitions and differences of both a leader and a manager. Management functions such as planning, organizing, controlling and directing. Theories of leadership traits, style and contingency. Transformational and Transactional Leadership. Action Centred Leadership. 'Hard' management skills and 'soft' leadership skills.</p>
2	<p>Apply the role of a leader and the function of a manager in given contexts</p> <p>How situations affect the role of a leader and function of a manager: Situational leadership, systems leadership, task or relationship-oriented approaches.</p> <p>The application of chaos theory and management by objectives.</p>
2	<p>Demonstrate an appreciation of the role leaders and managers play in the operations function of an organization</p> <p>Theories of operations and operations management: Six sigma, lean production and queuing theory.</p> <p>Different operations management approaches: The use of different management approaches: Principles of Total Quality Management (TQM), Just-in-Time Inventory and the concept of continuous improvement (Kaizen)</p> <p>Operational functions: Control and Distribution Systems. Transformation of raw material into finished goods/services. Process design. Capacity management. Logistics and inventory management. Scheduling.</p>
3	<p>Demonstrate an understanding of the relationship between leadership and management in a contemporary business environment</p> <p>Different dimensions of contemporary business environment: The relationship that leadership and management have in the context of corporate social responsibility; culture, values, ethics and sustainability.</p> <p>The relationship with stakeholders and meeting stakeholder expectations in the</p>

	context of encouraging, developing and sustaining entrepreneurship and intrapreneurship.
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EVALUATION METHODS

1. Written Report
2. Individual Presentation

RELATED ACTIVITIES

In delivering this course, we collaborate with a wide range of employers from our industry network to ensure that the course contents meet the needs and expectations of commerce, finance and industry requirements. We also work closely with the relevant professional bodies, to ensure alignment with recognized professional standards. There is continuous emphasis on employer engagement and work readiness so that students appreciate that the case study approach adopted while delivering the course is integrated into the processes of real organizations. To this extent, there is an arrangement of guest speakers and workshops that are held during the delivery of the course where industry professionals deliver to students their experience and integrate this with the course contents. Visits to relevant organizations may also be arranged so that students appreciate the complexity of real organizations and appreciate the nature of complex integrated processes taking place within such organizations.

Potential activities include guest lectures from industry practitioners and the use of business simulators to develop practical experience and knowledge in leadership of teams. Scenario based activities concerning practical issues in management and leadership form a core component of this module.

TIMELY SUBMISSIONS

Assignments submitted after the deadline will be accepted at the discretion of the course instructor and generally only in the event of a documented illness or emergency.

ACADEMIC INTEGRITY

Any academic endeavor must be based upon a foundation of honesty and integrity. Students are expected to abide by principles of academic integrity and must be willing to bear individual responsibility for their work while studying abroad. Any academic work (written or otherwise) submitted to fulfill an academic requirement must represent a student's original work. Any act of academic misconduct, such as cheating, fabrication, forgery, plagiarism, or facilitating academic dishonesty, will subject a student to disciplinary action.

IFSA-Butler takes academic integrity very seriously. Students must not accept outside assistance without permission from the instructor. Additionally, students must document all sources according to the instructions of the professor. Should your instructor suspect you of plagiarism, cheating, or other forms of academic dishonesty, you may receive a failing grade for the course and disciplinary action may result. The incident will be reported to the IFSA-Butler resident director as well as your home institution.