

COURSE SYLLABUS



MANAGEMENT AND OPERATIONS

IFSA-Butler Reimagining Europe Semester Program in Prague

Suggested US semester credit hours: 4 credits

Contact Hours: 60

Course Level: 300

IFSA-Butler course code: MG380-17

Course length: Semester

Delivery method: Face to face

Language of Instruction: English

COURSE DESCRIPTION

The aim of this course is to help students understand the difference between the function of a manager and the role of a leader. Students will consider the characteristics, behaviors and traits which support effective management and leadership. In addition, this unit will introduce the concept of operations as both a function and a process which all organizations must adopt to conduct business. Students will be introduced to contemporary and historical theories and concepts which will support their learning for this unit. On successful completion of this unit students will have developed sufficient knowledge and understanding of how management and operations make a positive, efficient and effective contribution to an organization at a junior level. This could be in the role of a team leader or managing a specific aspect of an operation function and/or process. Underpinning all aspects of the content for this unit you will consider topics under two broad headings: management and operations.

STUDENT LEARNING OBJECTIVES

Students who successfully complete this course will:

- Differentiate between the role of a leader and the function of a manager
- Apply the role of a leader and the function of a manager in given contexts
- Demonstrate an appreciation of the role leaders and managers play in the operations function of an organization.
- Demonstrate an understanding of the relationship between leadership and management in a contemporary business environment
- Strengthen critical thinking skills
- Become familiar with resources available for further research on management and operations
- Make cognitive connections between learning in this course and other learning experiences in the IFSA-Butler Reimagining Europe Semester Program in Prague

COURSE DELIVERY

Students are expected to read or view resources in advance and be prepared to actively discuss them in class. In each meeting, the instructor will overview the topic and then facilitate a group discussion, drawing out relevant themes, following up on specific lines of inquiry, and prompting students' thoughtful engagement with the topic. Students are encouraged to bring their prior learning experiences into class discussions and to make cognitive connections between this course and others in the IFSA-Butler Reimagining Europe Semester Program in Prague whenever possible. Theories of experiential learning and integrative learning therefore undergird the dynamic learning environment of this course.

This course utilizes an interactive approach to teaching that focuses on the individual student's needs. This approach to teaching and learning aims to foster a challenging but caring environment that allows students to explore, create, and test themselves and their ideas in a safe place.

COURSE SCHEDULE

Weeks	Content Delivery
1 - 3	<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 Centered Leadership. 'Hard' management skills and 'soft' leadership skills.</p>
4 - 6	<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> <p>Written Report</p>
7 - 9	<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>
10 -15	<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 context of encouraging, developing and sustaining entrepreneurship and intrapreneurship.</p> <p>Individual Presentation</p>

EVALUATION METHODS

The course instructor will determine specific assignments (including paper topics), projects, and exams for the course. Your work on individual assignments and projects will be guided by grading rubrics provided by the course instructor. Your final grade in the course will be arrived at through assessment methods determined by the course instructor and according to the percentages attached to each assignment and exam by the course instructor. Participation will constitute a determined percentage of your grade. Participation includes attendance, preparation, engagement in discussion, civility, and respect.

Assignment Number	Type of Assignment	Description and Areas Assessed
1	Written Report	Material covered during weeks 1 to 6
2	Individual presentation	Material covered during weeks 7 to 12 based on selected organization

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.

READING LIST

Hill, A. and Hill, T. (2011). Essential Operations Management. London: Palgrave.

Pettinger, R. (2007). Introduction to Management. 4th Ed. London: Palgrave Macmillan.

Slack, N., Brandon-Jones, A. and Johnston, R. (2013). Operations Management. 7th Ed. Harlow: Pearson.

Schedlitzki, d. and Edwards, G. (2014). Studying Leadership: Traditional and Critical Approaches. London: SAGE.

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.