

## IND 300 – Introduction to Management

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**Course Web Page:** <https://my.ryerson.ca>

**Lectures:** Wednesdays: 1:00 pm – 2:00 pm (KHE 323)  
 Fridays: 1:00 pm – 3:00 pm (KHE 119)

**Labs:** Note the Schedule on Page 4 of the Supplement (ENGLG06)

### Course Evaluation:

Component	Weight
Term Work	20%
Mid-Term Exam	30%
Final Exam	50%
TOTAL	100%

**Term Work:** There are two components to the term work: (1) Quizzes and (2) Team Projects.

- Quizzes: There will be two quizzes. Each quiz is worth 5%.
- Team Projects: There will be two team projects. Each is worth 5%.

The quizzes and projects will be conducted during the lab periods as per the schedule on page 4 of the supplement. Further details will be provided in class.

**Exams:** The mid-term and final exams are closed-book. The mid-term exam will be two (2) hours. The final exam will be three (3) hours. Everything covered in class, the lecture slides, the required readings, the projects, or additional handouts may be tested. Additional details on the exam will be provided prior to the exam date. **The mid-term exam will be held in class on February 27. The final exam will be scheduled during the winter term final examination period.**

As a guideline, the following grading scale will be used:

A+	90.0 – 100%	C	60.0 – 62.9%
A	85.0 – 89.9%	C-	57.0 – 59.9%
A-	80.0 – 84.9%	D+	54.0 – 56.9%
B+	75.0 – 79.9%	D	52.0 – 53.9%
B	70.0 – 74.9%	D-	50.0 – 51.9%
B-	66.0 – 69.9%	F	0 – 49.9%
C+	63.0 – 65.9%		

Final course grades may not be posted or disclosed anywhere by the instructor.

**Lecture Slides:**

The PowerPoint slides for each session will be posted prior to the lecture in PDF format. The slides were developed, in part, based on materials provided by the textbook publisher. The slides are Copyright © 2007 John Wiley & Sons Canada, Ltd. All rights reserved.

**Questions:**

Questions on the labs should be directed to the TA. Other questions on the course should be directed to the instructor.

Electronic means of communication are preferred for questions regarding lectures, projects, quizzes, and exams. To foster promptness in responding, please send questions from a Ryerson University account with “IND 300” in the message subject line. If you do not receive a response within one business day, please feel free to send a follow-up email.

**Class Attendance:**

Class attendance is expected, but no attendance is taken. If for some reason a student should miss a class or lab, it is the student’s responsibility to:

1. Inform themselves of any administrative announcements (e.g. schedule changes) discussed during a session.
2. “Make-up” any of the course material covered in the session. This is of particular importance as there will be material presented in the sessions that may not be covered adequately in the textbook.

**Class Conduct:**

Please make every attempt to be in class on time. For the sake of your colleagues, please do not hold private conversations or eat any food in class. If the need to talk or eat is overwhelming, please exit discretely.

**Important Dates:**

There are no classes on February 18 and 20 for Study Week. There is no class on April 10 for Good Friday.

**Academic and Non-Academic Conduct:**

All participants in the course are required to adhere to all relevant Ryerson University policies. Students are particularly encouraged to familiarize themselves with the Ryerson University Student Codes of Academic Conduct and Non-academic Conduct.

The Student Code of Academic Conduct is available at:

<http://www.ryerson.ca/senate/policies/pol60.pdf>

The Student Code of Non-academic Conduct is available at:

<http://www.ryerson.ca/senate/policies/pol61.pdf>

Other Ryerson University policies, including the course management policy, are available at:

<http://www.ryerson.ca/senate/policies>

**Tentative Course Schedule:**

The tentative course schedule is provided in the table on the following page. Every attempt is made to provide a schedule that is complete and that provides an accurate overview of the course. However, circumstances and events may make it necessary to modify the schedule during the semester.

IND 300 - COURSE OUTLINE SUPPLEMENT - WINTER 2009

<b>Class Number &amp; Date</b>	<b>Tentative (!) Lecture Topic</b>	<b>Reading</b>
1 7-Jan-09	<ul style="list-style-type: none"> <li>• Course Outline and Supplement Review.</li> <li>• Introduction.</li> </ul>	No reading
2 9-Jan-09	<ul style="list-style-type: none"> <li>• The Dynamic New Workplace.</li> <li>• Management Past-to-Present.</li> </ul>	Schermerhorn Ch. 1, 2
3 14-Jan-09	<ul style="list-style-type: none"> <li>• Ethical Behaviour.</li> <li>• Social Responsibility.</li> </ul>	Schermerhorn Ch. 3
4 16-Jan-09	<ul style="list-style-type: none"> <li>• Environment, Organizational Culture, and Diversity.</li> <li>• Global Dimensions of Management.</li> </ul>	Schermerhorn Ch. 4, 5
5 21-Jan-09	<ul style="list-style-type: none"> <li>• Entrepreneurship and Small Business.</li> </ul>	Schermerhorn Ch. 6
6 23-Jan-09	<ul style="list-style-type: none"> <li>• Information and Decision-Making.</li> </ul>	Schermerhorn Ch. 7 Schermerhorn Case 7
7 28-Jan-09	<ul style="list-style-type: none"> <li>• Planning.</li> <li>• Controlling.</li> </ul>	Schermerhorn Ch. 8
8 30-Jan-09	<ul style="list-style-type: none"> <li>• Organizing.</li> <li>• Organizational Design and Work Processes.</li> </ul>	Schermerhorn Ch. 10, 11
9 4-Feb-09	<ul style="list-style-type: none"> <li>• Human Resources Management.</li> </ul>	Schermerhorn Ch. 12
10 6-Feb-09	<ul style="list-style-type: none"> <li>• Introduction to Industrial Relations in Canada.</li> <li>• Theories of Industrial Relations.</li> </ul>	McQuarrie Ch. 1, 2
11 11-Feb-09	<ul style="list-style-type: none"> <li>• History of Canadian Union Movement.</li> </ul>	McQuarrie Ch. 3
12 13-Feb-09	<ul style="list-style-type: none"> <li>• The Structure of Canadian Unions.</li> <li>• The Organizing Campaign.</li> </ul>	McQuarrie Ch. 4, 5
13 25-Feb-09	<ul style="list-style-type: none"> <li>• Establishing Union Recognition.</li> </ul>	McQuarrie Ch. 6
14 27-Feb-09	<ul style="list-style-type: none"> <li>• Defining and Commencing Collective Bargaining.</li> <li>• The Collective Bargaining Process.</li> </ul>	McQuarrie Ch. 7, 8
15 4-Mar-09	<ul style="list-style-type: none"> <li>• Review for Mid-Term Exam.</li> </ul>	No reading
16 6-Mar-09	<ul style="list-style-type: none"> <li>• <b>Mid-Term Exam.</b></li> </ul>	No reading
17 11-Mar-09	<ul style="list-style-type: none"> <li>• Review of Mid-Term Exam.</li> </ul>	No reading
18 13-Mar-09	<ul style="list-style-type: none"> <li>• Strikes and Lockouts.</li> <li>• Third-Party Intervention During Negotiations.</li> </ul>	McQuarrie Ch. 9, 10
19 18-Mar-09	<ul style="list-style-type: none"> <li>• The Grievance Arbitration Process.</li> </ul>	McQuarrie Ch. 11
20 20-Mar-09	<ul style="list-style-type: none"> <li>• Leading.</li> </ul>	Schermerhorn Ch. 13
21 25-Mar-09	<ul style="list-style-type: none"> <li>• Motivation – Theory and Practice.</li> </ul>	Schermerhorn Ch. 14
22 27-Mar-09	<ul style="list-style-type: none"> <li>• Individual Behaviour and Performance.</li> </ul>	Schermerhorn Ch. 15
23 1-Apr-09	<ul style="list-style-type: none"> <li>• Teams and Teamwork.</li> </ul>	Schermerhorn Ch. 16
24 3-Apr-09	<ul style="list-style-type: none"> <li>• Communication.</li> <li>• Interpersonal Skills.</li> </ul>	Schermerhorn Ch. 17
25 8-Apr-09	<ul style="list-style-type: none"> <li>• Review for Final Exam.</li> </ul>	No reading

**Tentative Lab Schedule:**

The tentative lab schedule is provided in the table below. Please note the dates and ensure that you attend all labs. Every attempt is made to provide a schedule that is complete and that provides an accurate overview of the course. However, circumstances and events may make it necessary to modify the schedule during the semester.

<b>Lab Number &amp; Date</b>	<b>Tentative (!) Topic</b>	<b>Reading</b>
1 19-Jan-09	<ul style="list-style-type: none"> <li>• Quiz 1.</li> <li>• Video.</li> </ul>	No reading
2 2-Feb-09	<ul style="list-style-type: none"> <li>• Team Project 1 (Part 1): Critical Thinking Case Study.</li> <li>• Project Overview and Review Questions.</li> </ul>	Case Study Materials
3 23-Feb-09	<ul style="list-style-type: none"> <li>• Team Project 1 (Part 2): Critical Thinking Case Study.</li> <li>• Case Study Research and Reporting.</li> </ul>	Case Study Materials
5 9-Mar-09	<ul style="list-style-type: none"> <li>• Team Project 2 (Part 1): Collective Bargaining.</li> <li>• Project Overview and Preparation.</li> </ul>	Simulation Materials
6 23-Mar-09	<ul style="list-style-type: none"> <li>• Quiz 2.</li> <li>• Video.</li> </ul>	No reading
7 6-Apr-09	<ul style="list-style-type: none"> <li>• Team Project 2 (Part 2): Collective Bargaining.</li> <li>• Conduct and Reflect on Simulation.</li> </ul>	Simulation Materials

Teams for both projects will be randomly assigned. There will be up to five teams for each project. Evaluation will consist of a combination of participation, a brief written report, and a brief informal presentation of results. Details on the expectations and evaluation for each project will be provided by the TA in the project overview. Reading materials will also be provided in the project overview. There will be some work required outside of the lab sessions.