IDENTIFYING INFORMATION

**Course:** MSA 604, Administration, Global & Multiculturalism  
**Term:** Summer II, 2017  
**CRN:** 22326783  
**Location:** Rowe 229  
**Course Dates and Times:** Tuesdays-Thursdays, 5:30-9:20 P.M., June 27-August 3, 2017

**Instructor:** Dr. David Freed  
**E-Mail Address:** freed1de@cmich.edu  
**Phone Numbers:** Cell: 517-290-0564  
**Office Hours:** Before and after class sessions, by appointment, and always available by phone

**Academic Biography:**  
The instructor holds a B.A. degree from the University of Michigan-Flint, an M.S. degree from Michigan State University, and a Doctorate in Public Administration from Western Michigan University. He has held a variety of managerial and executive positions working for the State of Michigan for over 32 years, and has taught in the MSA Program for 16 years. Dr. Freed is currently an Assistant Professor in the Master of Science in Administration Degree Program at Central Michigan University. He teaches MSA 502,503, 510,600, 601, 603, 604, 698, and 699.

**I. Course Description:** Focuses on theoretical and applied concepts and skills essential to successfully managing an environment of workplace diversity and multiculturalism within domestic and global organizations.

**II. Prerequisites:** None

**III. Rationale for Course Level:** This is a required course specifically designed for graduate students in the MSA program. It is a rigorous course and the amount and complexity of work in the course is appropriate only for graduate level students. The primary thrust of this course is to develop your skills and abilities in Administration, Globalization and Multiculturalism. It will be necessary to utilize the courses you have had because you will be required to use a wide range of knowledge and exhibit diverse skills. In short, you must perform in topic areas where you have both strengths and weaknesses.


**V. Special Requirements of the Course:** None
VI. Methodology: Specific course methodologies include: Lectures, discussions, group work (including small and large group projects and activities), papers, and presentations. Numerous illustrations (including those by individual students) will be used during class.

VII. Course Objectives: Upon successfully completing this course, the student will be able to:

1. Demonstrate an understanding of the complexities of globalization and its implications for organizations.
2. Hypothesize and evaluate how cultural variables interact to shape the perceptions of individuals within society and organizations.
3. Compare fundamental concepts, principles and theories relevant to understanding cultural differences and similarities in the world of work.
4. Determine the effects cultural variables have on the administrative process and apply cultural understanding to the effective strategic planning and administration of global and multicultural organizations.
5. Point out the knowledge and skills necessary to be an effective administrator and/or worker in a culturally diverse work place.
6. Evaluate the role of organizational polices, practices, design, and structure in facilitating diversity management strategies.

VIII. Course Outline and Schedule

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic(s)</th>
<th>Reading(s)</th>
<th>Assignment(s) Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Getting Started!</td>
<td>Syllabus &amp; Bb Tutorials</td>
<td>- pre-class tasks</td>
</tr>
<tr>
<td>1</td>
<td>Diversity: An Overview</td>
<td>Chapters 1 &amp; 2</td>
<td>- Discussion 1 - Chapter Group Presentation: Groups Formed**</td>
</tr>
<tr>
<td>June 27-29</td>
<td>Diversity Consciousness and Success</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Personal and Social Barriers to Success</td>
<td>Chapter 3</td>
<td>- Interview Paper: Your choice for approval</td>
</tr>
<tr>
<td>No class July 4 July 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Developing Diversity Consciousness</td>
<td>Chapter 4</td>
<td>- Discussion 2 - Personal Roadmap Paper - Chapter Group Presentations** - Midterm Exam</td>
</tr>
<tr>
<td>July 11 July 13</td>
<td>- Midterm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Communicating in a Diverse World</td>
<td>Chapters 5 &amp; 6</td>
<td>- Discussion 3 - Interview Paper: Interview Questions</td>
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<tr>
<td>July 18</td>
<td>- Social Networking</td>
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### IX. CRITERIA FOR EVALUATION

Course assignments and points are listed as follows:

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
<th>Points</th>
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</thead>
<tbody>
<tr>
<td>Chapter Group Presentation</td>
<td>(Group Project)</td>
<td>150 points</td>
</tr>
<tr>
<td>Personal Roadmap paper</td>
<td>- paper</td>
<td>150 points</td>
</tr>
<tr>
<td>Midterm Exam</td>
<td>- Essay questions</td>
<td>150 points</td>
</tr>
<tr>
<td>Participation</td>
<td>- Engagement in class discussions</td>
<td>100 points</td>
</tr>
<tr>
<td>Discussion Board</td>
<td>(4 forums at 25 pts each)</td>
<td>100 points</td>
</tr>
<tr>
<td>Foreign Assignment Paper</td>
<td>(Group Project: Paper - 150 points &amp; Presentation – 50 points)</td>
<td>200 points</td>
</tr>
<tr>
<td>Interview paper</td>
<td>(Topic, Questions, and Final Paper)</td>
<td>150 points</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>1,000 points</strong></td>
</tr>
</tbody>
</table>

**Semester Grading Scale:** It’s on a percentage scale (your total points earned/ total possible points). Please note that the grade of "C-" will not count towards a graduate degree.

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Grade</th>
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<tbody>
<tr>
<td>94% or above</td>
<td>A</td>
</tr>
<tr>
<td>90% - 93%</td>
<td>A-</td>
</tr>
<tr>
<td>87% - 89%</td>
<td>B+</td>
</tr>
<tr>
<td>84% - 86%</td>
<td>B</td>
</tr>
<tr>
<td>80% - 83%</td>
<td>B-</td>
</tr>
<tr>
<td>77% - 79%</td>
<td>C+</td>
</tr>
<tr>
<td>74% - 76%</td>
<td>C</td>
</tr>
<tr>
<td>Below 74%</td>
<td>E</td>
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</table>

Check your grades and feedback under "My Grades" on the left menu at least once a week.
Type of Performance and Evaluation Criteria: You will be required to complete seven activities in order to achieve the identified objectives. Details are located in the course site. Contact the instructor if you have any questions.

1. CHAPTER PRESENTATION
The first week of class, students will be divided into groups of three and assigned a chapter to present to the class, beginning in Week 3. Each group will decide how they are going to present the chapter. The presentation should be engaging, interactive with the class and with each other, and involve the group’s personal opinions on the material.

2. DISCUSSION BOARDS
There are four forums (25 points each). Students are expected to write their initial post no later than Wednesday of the week of the forum, and respond to two colleagues’ posts by the end of the week.

3. CLASS PARTICIPATION
Participation is demonstrated by active involvement in the class discussions, not mere attendance.

4. PERSONAL ROADMAP FOR DIVERSITY MANAGEMENT IN YOUR CAREER
Develop a paper that identifies what you feel are your strengths and weaknesses, as well as areas you want/need to learn more about for improvement, in regards to diversity management skills/assets that will position you for success in the working environment. (3-4 pages)

5. MIDTERM EXAMINATION
You will answer essay questions.

6. GROUP PROJECT TO PREPARE FOR A FOREIGN ASSIGNMENT
Your organization has given your team the task of preparing employees in your company for success working in a foreign country. Your team will determine which foreign country you will choose, subject to approval by the instructor. Items to address will include the country’s:
   A. Hierarchy and decision-making processes;
   B. Types of conflicts that may be encountered;
   C. Preferred managerial qualities;
   D. Privileges and/or favoritism as it relates to sex, religion, class, or status;
   E. Ethnicity and gender issues;
   F. Customs that may have an impact on the organization’s way of doing business;
   G. Particular behaviors to avoid.

Develop a 4-5 page paper, and be prepared to lead a discussion with the class during Week 7 virtual session.

7. FINAL PERSONAL INTERVIEW PAPER
Conduct an interview with someone from a different culture or ethnicity than yours. This can be almost any individual, but it cannot be someone from the class. In that interview, explore that individual’s thoughts and experiences relating to the class material. Find out things such as challenges they have faced, obstacles they may have had to overcome, or other areas of inquiry. Obtain approval of who you are going to interview from the instructor by the third week of class, and submit your interview questions prior to conducting the interview. This paper is due no later than the last night of class.

**Late Assignments:**
There is a 10% deduction for each day an assignment is late. Any late assignments receive zero credit if not pre-approved by the professor. All assignments and examinations must be submitted or taken on the scheduled dates unless other arrangements have been made with the professor prior to the scheduled dates.

**Make-ups and Rewrites:**
There will be no extra-credit assignments or extra-credit work accepted at any time during this course, unless specifically approve by the professor.

**Attendance Policy:**
Attendance, demonstrated in task participation, is mandatory to be able to contribute in a timely manner to course learning experiences. There will be no exceptions to this policy.

**Instructor Communication:**
The Instructor will respond to email inquiries within 24 hours. The Instructor will grade all assignments within one week of the due date.

**INCOMPLETE:** The (I) Incomplete is a temporary grade used in cases when a student is unable to complete course requirements because of illness or other justifiable circumstances. An (I) Incomplete is assigned in cases in which the student has completed satisfactorily the major portion (50%) of the course requirements and has the ability to complete the remaining work without re-registering for the course. Further information on the (I) Incomplete can be found in the current edition of the Graduate Bulletin.

**Classroom Civility:**
Each CMU student is encouraged to help create an environment during class that promotes learning, dignity and mutual respect for everyone.

Netiquette: This is the communication courtesy code. All members of the class are expected to follow rules of common courtesy in all email messages and threaded discussions. Respect each other in the discussion board. Following are a few tips for appropriate communications and “etiquette”:

- 1) Use a descriptive subject line that reflects the topic.
- 2) Use your name in all correspondence.
- 3) Avoid abbreviations.
- 4) Use spell check before posting comments.
5) Use a positive and scholastically cheerful tone.
6) Use upper and lower case letters. All uppercase means you are shouting.
7) Write in short paragraphs; this makes things easier for the readers.
8) Understand that inappropriate communications will result in a lower overall grade.

Support Services and Other Requirements:
CMU offers you a variety of library services. Don’t hesitate to avail yourselves of the many fine services the library offers you. It is expected that students will be using the library for references purposes in order to complete their oral presentations and research paper.

General:
1. Academic Dishonesty: Written or other work which a student submits must be the product of her/his own efforts. Plagiarism, cheating and other forms of academic dishonesty, including dishonesty involving computer technology, are prohibited. Further information on Academic Dishonesty can be found in the current Bulletin.
2. ADA: CMU provides individuals with disabilities reasonable accommodations to participate in educational programs, activities and services. Students with disabilities requiring accommodations to participate in class activities or meet course requirements should contact Student Disability Services at 989-774-3018 or by e-mail at sds@cmich.edu at least 4-6 weeks prior to the start of class. SDS is located in the Park Library, room 120. Students may find additional information and forms at http://www.cmich.edu/Student_Disability_Services.htm.

Student's Rights and Responsibilities: http://www.cmich.edu/policies-procedures/code-student-rights

X. Bibliography

Supplementary Texts: (Note: Students need not buy; instructor will provide through lecture important portions of the supplementary texts.)


