



Rotman Commerce UNIVERSITY OF TORONTO

Course Outline

RSM100H1F – Introduction to Management

Fall 2017

Instructor: John Oesch, RT6030 Rotman School (105 St. George Street)
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 Phone: 416-978-1913
 Office Hours: by appointment

Instructor: Michael Khan, RT503 Rotman Building (105 St. George Street)
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 Phone: 416-978-7583
 Office Hours: Refer to “Contact” information on Blackboard

TA Name: Sadaf Sheikh
 Email: sadafs.sheikh@utoronto.ca
(Please include “RSM100” in the subject line)

TA Office Hours: Refer to Blackboard
 Location: Refer to Blackboard

Note: due to the number of students in this course, the TA should be your first point of contact for academic matters. TA office hours and location will be posted on the course site (Portal).

Lecture times and locations:

Section	Day	Time	Room Name	Room Number	Address	Nearest Subway
L0101	Tues	11am-1pm	Bader Theatre	BT101	93 Charles Street W.	Museum
L0201	Wed	9am-11am	Mechanical Engineering	MC102	5 King's College Road	Queen's Park
L0301	Wed	12pm-2pm	OISE Auditorium	OI G162	252 Bloor Street W.	St. George

Course Scope and Mission

This course is designed to introduce you to the principal functional disciplines of management. It will develop your understanding of what organizations do, and how they are managed across a broad range of functions. The course provides a landscape view of the academic field of commerce, consisting of: 1. an introduction to the role of business in Canadian society; 2. an introduction to the role and tasks of managers and leaders in business; and, 3. an introduction to the management disciplines (strategy, marketing, human resources, operations, accounting, and finance).

The mission of the course is to expose beginning students to Canadian business and to provide students with a context in which they can pursue their education in the field of commerce. Class sessions will consist of lectures, case studies, and/or exercises.

Course Exclusions

RSM 100Y1
MGT100 H1

Required Course Materials

Contemporary Business (2nd Canadian Edition) Boone, Kurtz, Khan & Canzer packaged with Top Hat & Wiley Plus access codes from the bookstore. Bookstore SKU: 14166761

GRADE DETERMINATION

Midterm Test	39%
December Final Exam	50%
Research Requirement	1%
Online quizzes	10%
Total	100%

REQUIREMENTS AND CRITERIA

Online Quizzes

Regular quizzes will be assigned by the instructors, using the WileyPLUS platform. The instructors will provide detailed requirements in class. All quizzes are to be completed individually.

Quizzes will be due at 11:59pm as per the dates on course schedule on the last page of this outline. Your lowest (or missing quiz) will be dropped (with no medical/official documentation required) to account for illness, personal or technology related issues. Due to the amount of time you have to complete quizzes and that your lowest/missing quiz will be dropped, no other concession will be given for missed/late quizzes. Be sure to submit your quiz well in advance to avoid last minute technical/internet/personal related issues. Quizzes may test any content from before and/or content from the upcoming lecture. WileyPLUS is an online tool that comes packaged with all new course texts at the University of Toronto bookstore or can be purchased standalone at the bookstore cash desk. WileyPLUS contains the full e-text so if you are

comfortable studying off your computer or tablet you can save money by buying the standalone code.

Available in WileyPLUS is ORION, a self-study tool that can help identify what areas you'll need to focus on as you develop through the course. We highly recommend you make use of the diagnostic tools, especially when preparing for midterms and exams.

If you need any technical support, contact www.wileyplus.com/support. Do not contact the course instructor or TAs for WileyPLUS related technical questions.

Midterm Test and Final Examination

A midterm test will be held as per the course schedule. The final exam will be scheduled during the December exam period. The midterm test and final exam will consist of a series of multiple choice and/or short answer questions that test your knowledge of the material that is discussed in class sessions and that is found in the textbook. In class, we will complement the material in the textbook with examples and case studies. We assume that you have read and are familiar with the assigned readings prior to class as we will not cover all the material in the textbook, though you are responsible for all of it.

The midterm test will be written by all sections simultaneously on a date to be announced in class. In the event that you cannot attend the midterm due to a conflict with another class, you may elect to write during the conflict time (with proof of conflict). If you are unable to write in either section or are ill and provide appropriate documentation, the weight of your midterm test will be moved to the final exam. Further details will be provided in class.

The midterm and the final examinations will test text material not covered in class as class time is limited. The ability to self-study material will be a critical skill during your university experience. The December exam date will not be known until the applicable exam schedule is released by the Faculty of Arts and Science. ***Do not book any travel before December 21, 2017***

Aids Allowed

No study aids are allowed. You may use a non-programmable hand-held calculator.

Research Requirement

Marketing and Organizational Behaviour researchers develop hypotheses and run experimental studies to test these hypotheses against actual behaviour. The research requirement in this course is intended to supplement the material on marketing and organizational behaviour by giving you more direct exposure to research in marketing and organizational behaviour. Once you complete this research requirement, you will be given **1** point toward your grade in this course. In order that you might better understand the research process, you may fulfill this requirement by:

1. Participation in one research study **OR**

2. Writing one paper. Each paper should provide an analysis of an article that reports empirical research.

Participation: to participate in a research study, sign-up for an account online at <http://rotman-credit.sona-systems.com>. When you request an account, make sure you fill out all of the information accurately, including your student number, selecting the correct course and section, to ensure that you receive credit. **If your student number is not accurately filled out, you risk not receiving a credit.** Once you have an account, you may read over the descriptions of research studies that are posted online. When you identify a study in which you would like to participate, you may view available timeslots for that study and sign-up online to participate. Participation in the actual research study will take between 45 and 60 minutes. You will be debriefed at the end of the study, and you will be asked to answer a question about some aspect of the study. Once you correctly answer the question you will be given credit for completing one study. **OR**

Analysis of Article: to analyze an article, go to the Robarts library and find a copy of one of the approved journals. If you are interested in marketing studies, you may use the *Journal of Consumer Research*, the *Journal of Marketing*, or *Marketing Science*. If you are interested in management studies, you may use the *Academy of Management Journal*, *Journal of Accounting Research*, *Journal of Applied Psychology*, *Journal of Consumer Research*, *Journal of Marketing Research*, *Management Science*, *Organizational Behavioural and Human Decision Processes*, *Strategic Organization*, or *Personnel Psychology*. Look through the articles from the previous three years until you find one that interests you. Read the article. Write a summary of: 1) the objectives and hypotheses of the article; 2) the importance of the issues to the marketing or organizational behaviour community; 3) the research reported in the article, including the design of the study, the sample, and the materials (stimuli) used in the study, 4) the key results, 5) strengths and weaknesses of the study, and 6) the usefulness of the results to marketers or organizational behaviour practitioners. The analysis will be graded on a pass/fail basis. You will need to write two analyses to fulfill your research participation requirement in this course. Because this is a full-year course, you should complete one analysis during the fall semester and one analysis during the winter semester.

Note: if you have any questions about the research requirement, participating in research studies or would like to analyze research articles to fulfill your research requirement, please contact Robert Latimer (Robert.Latimer@Rotman.Utoronto.Ca, (416) 946-5072).

The deadline to complete your research requirement will be Friday November 24, 2017.

Top Hat software

We will be using the Top Hat (www.tophat.com) classroom response system in class. You will be able to submit answers to in-class questions using Apple or Android smartphones and tablets, laptops, or through text messaging.

You can visit : <https://support.tophat.com/s/article/Student-Top-Hat-Overview-and-Getting-Started-Guide> for the Student Quick Start Guide which outlines how you will register for a Top Hat account. This guide also provides a brief overview to get you started. An email invitation will also be sent to your email account. If you don't receive this email, you can register by visiting your course website.

You must register before the start of week 2 of the course. A link will be provided on Blackboard.

Your Top Hat subscription is included in the reading package from the bookstore which includes the textbook so no additional registration fee is required.

Many other University of Toronto courses require Top Hat and your license is valid for these courses as well.

Instructors:

John Oesch

John Oesch is an Associate Professor, Teaching Stream at the Rotman School of Management. He has research interests in the areas of decision making, managerial negotiations, and organizational justice. His teaching interests are in the areas of negotiation, decision making, organizational behaviour, and change leadership. John is academic director of Rotman's *Leading Strategic Change* Executive program. He has received numerous Rotman MBA and EMBA Teaching Awards as well as the Roger Martin and Nancy Lang Teaching Award in 2009. His publication record includes the *Journal of Business Venturing*, *Social Justice Research*, *Games and Economic Behavior*, and *Organization Science*.

Michael Khan

Michael Khan is an Associate Professor, Teaching Stream at the Rotman School of Management. He has taught courses at the University of Toronto's three campuses since 2001 in the areas of Management, Accounting and Auditing. He has won awards for teaching excellence at both the undergraduate and MBA level. Michael obtained his B.Com. from the University of Toronto and holds an MBA from the Schulich School of Business, York University. He also holds the designations of: Chartered Professional Accountancy (CPA, CA), Certified Information Systems Auditor (CISA) and Certified Information Technology Professional (CITP) and is also Certified in the Governance of Enterprise Information Technology (CGEIT). He currently trains CPA students for CPA Ontario. Michael's professional experience includes roles at Ernst & Young, Deloitte and his independent consultancy practice.

POLICY AND PROCEDURE

Missed Assignments/Midterms

Students who miss a test or assignment for reasons entirely beyond their control (e.g. illness) may submit a request for special consideration. Provided that notification and documentation are provided in a timely manner, and that the request is subsequently approved, no academic penalty will be applied.

In such cases, students must notify Rotman Commerce on the date of the missed test (or due date in the case of course work) and submit supporting documentation (e.g. [Verification of Student Illness or Injury form](#)) to the Rotman Commerce Program Office within **48 hours** of the originally scheduled test or due date. Students who do not provide Rotman Commerce or the instructor with appropriate or sufficient supporting documentation will be given a grade of 0 (zero) for the missed test or course deliverable.

Documentation submitted in support of petitions for missing tests and assignments must be original; no faxed or scanned copies will be accepted

Students who follow the above procedures will write a make-up exam at a time and date determined by the instructor. Failure to do so will result in a grade of zero.

Note that the physician's report must establish that the patient was examined and diagnosed at the time of illness, not after the fact. Rotman Commerce will not accept a statement that merely confirms a later report of illness made by the student to a physician.

Submission of Assignments

Late submissions of any assignment may be considered; however, a resolution may be determined at the instructor's discretion and may include an academic penalty.

Accessibility Needs

The University of Toronto is committed to accessibility. If you require accommodations for a disability, or have any accessibility concerns about the course, the classroom or course materials, please contact Accessibility Services as soon as possible:

accessibility.services@utoronto.ca or <http://www.studentlife.utoronto.ca/as>.

Academic Integrity

Academic Integrity is a fundamental value essential to the pursuit of learning and scholarships at the University of Toronto. Participating honestly, respectfully, responsibly, and fairly in this academic community ensures that the UofT degree that you earn will continue to be valued and respected as a true signifier of a student's individual work and academic achievement. As a result, the University treats cases of academic misconduct very seriously.

The University of Toronto's Code of Behaviour on Academic Matters

<http://www.governingcouncil.utoronto.ca/policies/behaveac.htm> outlines the behaviours that constitute academic misconduct, the process for addressing academic offences, and the penalties that may be imposed. You are expected to be familiar with the contents of this document. Potential offences include, but are not limited to:

In papers and assignments:

- Using someone else's ideas or words without appropriate acknowledgement.
- Submitting your own work in more than one course without the permission of the instructor.
- Making up sources or facts.
- Obtaining or providing unauthorized assistance on any assignment (this includes collaborating with others on assignments that are supposed to be completed individually).

On test and exams:

- Using or possessing any unauthorized aid, including a cell phone.
- Looking at someone else's answers
- Misrepresenting your identity.
- Submitting an altered test for re-grading.

Misrepresentation:

- Falsifying institutional documents or grades.

- Falsifying or altering any documentation required by the University, including (but not limited to), medical notes.

All suspected cases of academic dishonesty will be investigated by the following procedures outlined in the *Code of Behaviour on Academic Matters*. If you have any question about what is or is not permitted in the course, please do not hesitate to contact the course instructor. If you have any questions about appropriate research and citation methods, you are expected to seek out additional information from the instructor or other UofT resources such as College Writing Centres or the Academic Success Centre.

Email

At times, the course instructor may decide to communicate important course information by email. As such, all UofT students are required to have a valid UTmail+ email address. You are responsible for ensuring that your UTmail+ email address is set up AND properly entered on the ROSI system. For more information please visit <http://help.ic.utoronto.ca/category/3/utmail.html>

Forwarding your mail.utoronto.ca email to a Hotmail, Gmail, Yahoo or other type of email account is not advisable. In some cases, messages from utoronto.ca addresses sent to Hotmail, Gmail or Yahoo accounts are filtered as junk mail, which means that important messages from your course instructor may end up in your spam or junk mail folder.

Blackboard and the Course Page

The online course page for this course is accessed through Blackboard. To access the course page, go to the UofT Portal login at <https://portal.utoronto.ca/> and log in using your UTORid and password. Once you have logged in, look for the My Courses module where you'll find the link to all your course websites. If you don't see the course listed here but you are properly registered for the course in ROSI, wait 48 hours. If the course does not appear, go to the Information Commons Help Desk in Robarts Library, 1st floor, for help, or explore the Portal Information and Help at <http://www.portalinfo.utoronto.ca/content/information-students> and review the Frequently Asked Questions.

Recording Lectures

Lectures and course materials prepared by the instructor are considered by the University to be an instructor's intellectual property covered by the Canadian Copyright Act. Students wishing to record a lecture or other course material in any way are required to ask the instructor's explicit permission, and may not do so unless permission is granted (note: students who have been previously granted permission to record lectures as an accommodation for a disability are, of course, excepted). This includes tape recording, filming, photographing PowerPoint slides, Blackboard materials, etc.

If permission is granted by the instructor (or via Accessibility Services), it is intended for the individual student's own study purposes and does not include permission to "publish" them in anyway. It is absolutely forbidden for a student to publish an instructor's notes to a website or sell them in any other form without formal permission.

SUS101: Saving Paper in Courses

"Each year at U of T, an estimated **10 million sheets of paper** are used in the printing of lecture slides, tests, assignments, and other course materials in 1st and 2nd year courses alone" (Sustainability Office, University of Toronto). In order to reduce this number, we are taking part in a program called "SUS101: Saving Paper in Courses".

Please do your part in helping to conserve paper in this (and all other) courses. Consider the following ideas:

- Avoid printing electronic documents – get used to working with them from digital format (you will need to do this in your professional careers);
- Make your own notes in electronic documents (e.g. MS Word, Excel, Google Docs, etc);
- If you are printing, make sure you select double-sided printing (available at all libraries);
- Take leadership and share your concerns and ideas with all of us so we can improve our practices.

CONDUCT OF CLASSES AND EXPECTATIONS

Since RSM100 is a preparatory class on management and organizations, we aim to run the course in a way which will be consistent with the world of business - where many of you will spend your working lives. We strive to provide accurate information, quality materials, and good service consistent with our obligations to maintain the high academic standards of the University of Toronto.

We expect that you will conduct yourself in a way that prepares you for the working world:

- We start on time, so please do not arrive late and disrupt others. Leaving class early is also disruptive to your colleagues and will not be permitted unless you have made prior arrangements with the instructor.
- Please, always turn off your cell phone, pager, and watch alarms.
- Please do not use computers in class for purposes EXCEPT taking notes on the lecture. Using your laptop to message on Facebook, play Solitaire, or otherwise surf the web are unacceptable in-class activities, and will be treated as disruptive behaviour if detected.
- Please do not eat in class; (drinking water or coffee are acceptable exceptions to this rule, but please remove your trash when you're finished.)
- During the class, respect the learning opportunities of others. **DO NOT CHAT WITH YOUR NEIGHBOUR WHILE THE INSTRUCTOR IS LECTURING.** If you do so, you may be asked to leave the lecture hall.
- Keep up to date. Make sure that you know the class schedule. Check on the course web page for updates and posted materials.
- Our expectation is that you will not only participate in class discussions for the benefit of your own learning, but also for that of others.

Finally, welcome to RSM100! We sincerely hope that you succeed in, benefit from, and enjoy this course!

RSM100 Tentative Course Schedule (Subject to Change)

Session	Date <i>L0101/0201</i> <i>/0301</i>	Topic	Readings (Chapter)	Instructor	Due Online at 11:59pm
#1	Sept 12/13	<i>Introduction to Commerce</i>	TBA	JO	
#2	Sept 19/20	<i>Canadian Business Environment (History)</i>	1	JO	
#3	Sept 26/27	<i>Business and Society (Interdependence)</i>	3,16	JO	Oct 1: Quiz 1
#4	Oct 3/4	<i>Business and Society (Wealth Creation)</i>	5,6	JO	
#5	Oct 10/11	<i>Managing and Leading in Organizations</i>	7	JO	Oct 15: Quiz 2
#6	Oct 17/18	<i>Teamwork and Communication</i>	9	JO	
#7	Oct 25	Midterm Examination – Date/Time TBA			
#8	Oct 31/Nov1	<i>Corporate Social Responsibility</i>	2	MK	
	Nov 7/8	Reading Week – No Class			
#9	Nov 14/15	<i>Strategic Human Resource Management</i>	8	MK	
#10	Nov 21/22	<i>Strategy & Operations Management</i>	10	MK/SD	Nov 26: Quiz 3
#11	Nov 28/29	<i>Canada in World Markets</i>	4,16	MK	
#12	Dec 5/6	<i>Walmart Integrated Case Analysis and Course Wrap-up</i>	15, 17	MK	
Dec 9-20		December Final Exam			

Last Updated: August 10, 2017