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Fall 2015

**BA 6011**

Stephen M. Crow  
*University of New Orleans*

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**Management BA 6011- Fall 2015**  
**HRM HealthCare Settings**  
**Tuesday 6:00 - 8:45pm - Kirschman 220**

**Instructor:** Stephen M. Crow is a professor of Management and Endowed Chair of Healthcare Management. An LSU graduate, Crow got his start in HRM in 1968 in Beaumont, Texas. During his HRM professional days, Crow picked up a Masters Degree in 1984 and a PhD in 1989, both at the University of North Texas. Both graduate degrees are related to HRM and Labor Relations. Along the way, Crow was appointed to United States Federal Mediation and Conciliation Service - it's a big deal, look it up.

**Office:** Room 359G Kirschman Hall. **Phone:** 280-2769 (office); 280-6963 (secretary).

**Fax:** 280-3951. **Office Hours:** Monday & Wednesday 3:00 pm and by appointment.

**E-mail:** scrow@uno.edu.

**Prerequisites:** Graduate students - You MUST have prerequisites to take this course.

**Text:** Gary Dressler, *Fundamentals of Human Resource Management*, Pearson.

ISBN 9780133972894

This course will require a Midterm Exam and a Final Exam. In addition, students will analyze how HRM in Healthcare settings differs from other organizations. Also, students will prepare a SWOT analysis of HRM in Healthcare settings. SWOT: Strengths, Weaknesses, Opportunities, and Threats.

**Course Description & Objectives** (from Wikipedia)

Human resource management, HRM or simply HR, is a function in organizations designed to maximize employee performance of the employer's strategic objectives. HR is primarily concerned with the management of people within organizations, focusing on policies and systems. HR departments and units in organizations typically undertake a number of activities including employment recruitment, training and development, performance appraisal, and rewarding (e.g., managing pay and benefit systems). HR is also concerned with industrial relations, the balancing of organizational practices with requirements arising from collective bargaining and governmental laws.

**Course Activities:** In addition to lectures, the instructor will utilize class discussions, in-class activities, case briefs, war stories, possible research assignments and discussions of HRM issues in the media. It is imperative that you be prepared for each and every class meeting.

**Seating:** If the classroom is large with more seats than needed, sit up front and leave the back empty. No exceptions.

**Class Attendance Policy:** I expect you to attend class on a regular basis. Your grade is at risk every time you are not in class. If you do not attend, you miss material. If you do not attend, you cannot participate and your participation grade will suffer. If you miss 20 percent or more of the classes, you will automatically receive a grade of incomplete.

**Grades:** Grades will be computed on the following scale - 90-100 A, 80-89 B, 70-79 C, 60-69 D, 0-59 F.

**Exams:** There will be 2 exams. Exams will be composed of multiple choice, short answer, and/or application questions. Exams will cover both assigned readings and additional material

covered in class. **Mid-Term Exam** will cover chapter lectures that are completed and information in the syllabus. **Final Exam** will cover chapter lectures that are completed.

**Make-Up Exams:** Make-up exams will be given only under highly extenuating circumstances and with prior approval of the instructor. Two conditions must be met to warrant approval: There is an emergency that the student discusses with me before missing the exam, and there is written documentation of the emergency situation requiring an accommodation. Otherwise, the student will receive 0 points for the missed exam.

**Participation:** An important component of the earning process will center on student participation in the classroom. Students will receive an in-class participation grade for each class meeting. If you are not present, you cannot participate. If you are not prepared, you cannot participate. Remember that it is not just quantity of participation, but the quality of your participation that will determine your participation grade.

**Cell Phones & Pagers & Other Disruptive Behaviors:** All cell phones and pagers will be turned off during class unless I am notified before class of a possible emergency requiring the devices to be left on (a personal emergency is a sick parent or child, not firming up plans for Friday night). This policy applies to texting, too. Failure to adhere to this policy will result in a warning for the first offense, and a 10-point deduction from your overall participation grade for each subsequent offense. Students who exhibit other disruptive behaviors such as studying or working on assignments for other classes, reading the newspaper, and carrying on distracting conversations with neighbors will be warned and/or asked to leave the classroom.

**Moodle:** Course documents and materials will be available on Moodle. Please check Moodle on a regular basis. PowerPoint slides and handouts will not be distributed in class, but will be available on Moodle. All course announcements will be posted on Moodle.

**Academic Integrity:** Academic integrity is fundamental to the process of learning and evaluating academic performance. Academic dishonesty will not be tolerated. Academic dishonesty includes, but is not limited to, the following: cheating, plagiarism, tampering with academic record and exams, falsifying identity, and/or being an accessory to acts of academic dishonesty. Refer to the Student Code of Conduct online at <http://www.studentaffairs.uno.edu> for more information.

**Accommodations for Students with Disabilities:** It is University policy to provide, on a flexible and individualized basis, reasonable accommodations to students who have disabilities that may affect their ability to participate in course activities or to meet course requirements. Students with disabilities should contact the Office of Disability Services as well as their instructors to discuss their needs for accommodations.

**Chapters Will Be Important as Big Deal, Medium Deal or Light Deal:**

Chapter 1 - What is Human Resource Management and Why is it Important? - BIG

Chapter 2 - Equal Opportunity and the Law - BIG

Chapter 3 - HRM Strategy and Analysis - LIGHT

Chapter 4 - Job Analysis and the Talent Management Process - MEDIUM

Chapter 5 - Personnel Planning Recruiting - BIG

Chapter 6 - Employee Testing and Selection - BIG

Chapter 7 - Interviewing Candidates - BIG

Chapter 8 - Training and Development - BIG

Chapter 9 - Performance Management - LIGHT

Chapter 10 - Managing Employment Retention - LIGHT  
Chapter 11 - Establishing Strategic Pay Plans - LIGHT  
Chapter 12 - Pay for Performance - LIGHT  
Chapter 13 - Benefits and Services - LIGHT  
Chapter 14 - Ethics, Employee Relations, Fair Treatment - BIG  
Chapter 15 - Labor Relations Collective Bargaining - LIGHT  
Chapter 16 - Employee Safety - LIGHT  
Chapter 17 - Managing Global HR - LIGHT  
Chapter 18 - HRM in Small and Entrepreneurial Firms - BIG

**Important Dates for Fall Semester**

**September 7/** Monday - Labor Day Holiday  
**October 5-9/** Monday - Friday - Mid Semester Exams  
**October 13/** Tuesday - Midterm Exam Grades Due  
**October 15-16/** Thursday-Friday - Fall Break  
**November 26-27/** Thursday- Friday - Thanksgiving Holiday  
**December 4/** Friday - Last Day of Classes  
**December 7-11/** Monday- Friday - Final Exams  
**December 14/** Monday - Final Exam Grades Due