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INFO 924-84 Virtual Workplace Management

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Recommended Citation

Virtual Workplace Management Syllabus

Course Numbers:	INFO 924 and MGMT 924
Credit Hours:	3
Faculty:	Lisa R. Hughes
Classroom:	HAI 15
Office Hours:	By appointment face-to-face, telephone, and e-mail
Addresses:	Telephone: 677-9448
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URL:	http://www.worklifeassoc.com
	Xavier: 5th floor Schott Hall mailbox
	U.S. Postal: 9190 Windsor Court, Loveland, Ohio 45140
Participation:	Class meets Monday and Wednesday from 6:15 p.m. to 9:30 p.m.
Dates:	12 Sessions – July 6, 2005 through August 10, 2005
Attendance:	You are expected to attend all class sessions.
	Traditional class sessions will be held in HAI 15; virtual sessions will be held in Blackboard.

Overview

This course examines virtual workplace concepts and structures. It provides a study of the virtual workplace. Participants will gain an understanding of virtual workplace management issues using class discussion, cases, and team exercises. They will assess the impact of the virtual workplace on employees, management, business functions and results. Sessions combine face-to-face and virtual delivery.

Objectives:

1. Define various virtual workplace environments.
2. Identify economic, social, political, technological aspects of virtual workplace management.
3. Analyze opportunities, challenges, and risks associated with virtual workplace work structures.
4. Compare and contrast virtual workplace management with traditional workplace management
5. Describe key issues and concerns of virtual workplace managers and employees.
6. Understand how to adapt different management styles to virtual workplace management.
7. Describe how communication, trust, motivation, and teamwork change when working in virtual workplace environments.
8. Develop a virtual workplace management project.

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Grading Guidelines:

A	98 -- 100
A-	95 -- 97
B+	94 – 96
B	91 – 93
B-	88 -- 90
C+	85 – 87
C	82 – 84
C-	79 – 81

Basis for Evaluation:

Evaluation of your performance is related to your demonstrated achievement of course outcomes through individual, group, and project work.

Group interaction is evaluated on the quantity and quality of responses to the faculty member and fellow students.

You are expected to be an active participant in the class, contribute new and relevant information to discussions, comment in a positive manner, and build on the remarks of fellow students. Individual work will be graded on its relevance to the assignment, comprehensiveness of information presented, specificity of application, clarity of reporting, and analytical skills used.

Final grades will be determined as follows:

Assignments:

Class participation   25% of final grade

- Attend class and participate in discussions and activities.
- Read one article per week, related to virtual workplace management as input to teamwork and class discussion.

Book Review   25% of final grade

- Read and review one book related to your interest in Virtual Workplace Management using the Book Review format handout. You may select a book from the list or choose your own.

Mid Term Paper   25% of final grade

- Write a mid term paper analyzing one virtual workplace management case study.

Team interaction and Final Project   25% of final grade

- Work in teams to develop a case and alternative solutions for virtual workplace. Base your case on one or more course objectives. Relate the case and objective(s) to situations and experience of your organization. Use the Case Development handout provided by the faculty to prepare a paper and a 30-minute presentation. Give the faculty the name of your team members and case description by the end of the second week of class.

Materials Fee for Articles and Assessments: $45.00

Virtual Workplace Management Syllabus

Book List: *Books marked with + and * are available at (+) MacDonald Library and on (*) Amazon.com*

Bredin, Alice. 1996. **The Virtual Office Survival Book**. New York: John Wiley & Sons Inc. +*

Bredin, Alice. 1998**. The Home Office Solution: How to Balance Your Professional and Personal Lives While Working at Home**. New York: John Wiley & Sons Inc. *

Crandall, N. Fredric and Marc J. Wallace, Jr**.** 1998. **Work & Rewards in the Virtual Workplace: A "New Deal" for Organizations & Employees.** New York: AMACOM. +*

Davidow, William H. and Michael S. Malone. 1992. **The Virtual Corporation: Structuring and Revitalizing the Corporation for the 21st Century** New York: HarperBusiness Publishers. +*

Dennis, Anita. 1997. **Creating a Virtual Office: Ten Case Studies for CPA Firms**. American Institute of Certified Public Accountants. +*

Dinnocenzo, Debra. 1999. **101 Tips for Telecommuters: Successfully Manage Your Work, Team, Technology, and Family.** Berrett-Koehler. *

Duarte, Deborah L. and Nancy Tennant Snyder. 1999. **Mastering Virtual Teams: Strategies, Tools, and Techniques That Succeed.** Jossey-Bass Publishers. +*

Dziak, Michael J.   2001. **Telecommuting Success: A Practical Guide for Staying in the Loop While Working Away from the Office.** Park Avenue. +*

Edwards, Paul and Sarah Edwards. 1999. **Working From Home: Everything You Need to Know About Living and Working Under the Same Roof.** Jeremy P. Tarcher/Putnam. *

Fisher, Lionel L. 1995. **On Your Own: A Guide to Working Happily, Productively & Successfully From Home.** Englewood Cliffs, N.J.: Prentice Hall. +*

Fisher, Kimball and Mareen Duncan Fisher. 2001. **The Distance Manager – A Hands-On Guide to Managing Off-Site Employees and Virtual Teams**. McGraw Hill. *

Fisher, Kimball et al. 1997. **The Distributed Mind: Achieving High Performance through the Collective Intelligence of Knowledge Work Teams.** AMACOM. +*

Froggatt, Cynthia C. 2001. **Work Naked: Eight Essential Principals for Peak Performance in the Virtual Workplace.** Wiley Jossey Bass. +*

Garber, Peter R. 1999. **Managing by Remote Control: How to More Effectively Manage People and Resources When You Can't Always Be There.** CRC Press - St. Lucie Press. *

Christina B. Gibson and Susan Cohen. 2003. **Virtual Teams that Work: Creating Conditions for Virtual Team Effectiveness.** Jossey-Bass. *

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Book List:

Godar, Susan H. and Sharmila Pixy Ferris. 2004. **Virtual and Collaborative Teams: Process, Technologies, and Practice.** Hershey, PA: Idea Group Pub. +*

Grenier, Raymond and George Metes. 1995. **Going Virtual: Moving Your Organization into the 21st Century.** Prentice Hall Computer Books. +*

Haywood, Martha. 1998. **Managing Virtual Teams: Practical Techniques for High-Technology Project Managers (Artech House Professional Development Library)**. Artech House, American Society for Quality.*

Hildreth, Paul M. 2004. **Going Virtual: Distributed Communities of Practice.** Hershey, Pa. Idea Group Pub. +*

Hoefling, Trina. 2001. **Working Virtually: Managing People for Successful Virtual Teams and Organizations.** Stylus Publishing LLC. *

Hoff Oberlin, Loriann. 1997. **Working at Home While the Kids Are There, Too.** Career Press. *

Igbaria, Magid and Margaret Tan. 1998. **The Virtual Workplace (Series in Information Technology Management).** Idea Group Publishing. *

Illegems, Viviane and Alain Verbeke. 2004. **Moving Towards the Virtual Workplace: Managerial and Societal Perspectives on Telework.** Edward Elgar Publishing. *

Jackson, Paul J. and Jos M. van der Wielen. 2002. **Teleworking [electronic resource]: International Perspectives: From Telecommuting to the Virtual Organisation.** London; New York. Routledge. +*

Johnson, Nancy J. 2001. **Telecommuting and Virtual Offices [electronic resource]: Issues and Opportunities** Hershey, Pa. Idea Group. +*

Kostner, Jaclyn. 1994. **Virtual Leadership**. New York: Warner Books. +*

Kugelmass, Joel. 1995. **Telecommuting: A Manager's Guide to Flexible Work Arrangements**. New York: Lexington Books. +*

Langhoff, June. 1996. **The Telecommuter's Advisor: Working in the Fast Lane.** Aegis Publishing Group, Ltd. 1996. *

Langhoff, June. 1995. **Telecommuting Made Easy** Aegis Publishing Group. *

Levy, Pierre and Robert Bononno. 1998. **Becoming Virtual: Reality in the Digital Age** Plenum Press. +*

Lipnack, Jessica and Jeffrey Stamps. 1997. **Virtual Teams**. New York: John Wiley and Sons. +*

Martin, Chuck and Charles L., Jr. Martin. 1998. **The Digital Estate: Strategies for Competing and Thriving in a Networked World.** McGraw-Hill. *

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Book List:

Nilles, Jack M. 1998. **Managing Telework: Strategies for Managing the Virtual Workforce**. John Wiley & Sons. *

Orloff, Erica and Kathy Levinson. 2003. **The 60-second Commute [electronic resource]: A Guide to Your 24/7 Home Office Life.** Upper Saddle River, NJ. FT Prentice Hall. +*

Pauleen, David J. 2004. **Virtual Teams: Projects, Protocols and Processes.** Hershey, PA. Idea Group Pub. +*

Piskurich, George M. 1998**. An Organizational Guide to Telecommuting**, American Society for Training and Development. *

Rad, Parvis and Ginger Levin. 2003. **Achieving Project Management Success Using Virtual Teams.** J. Ross Publishing Inc. *

Ramsower, Reagan Mays. 1985. **Telecommuting: The Organizational and Behavioral Effects of Working at Home** Ann Arbor, Mich. UMI Research Press. +*

Rheingold, Howard. 1993. **The Virtual Community.** Reading, Madd: HarperPerennial. +*

Romm, Celia T. **Virtual Politicking: Playing Politics in Electronically Linked Organizations** 1999. The Hampton Press Communication Series. +*

Savage, Charles M. 1996. **Fifth Generation Management: Co-Creating Through Virtual Enterprising, Dynamic Teaming, and Knowledge Networking** Butterworth-Heinemann. +*

Tapscott, Don. 1996. **The Digital Economy**. New York: McGraw Hill. +*

Willmore, Joe. 2003. **Managing Virtual Teams.** Spiro Press. *

Zbar, Jeffrey D. 2002. **Teleworking and Telecommuting.** Made E-Z Products. *

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Weekly Schedule

July 6 Traditional	Course Overview and Virtual Workplace Definition The Virtual Workplace Environmental and Force Field Analysis
July 8 Virtual	DiSC and Culture
July 11 Virtual	Management Preference, Skill and Behavior
July 15 Virtual	The Alternative Workplace
July 18 Traditional	Virtual and Traditional Workplace Management
July 20 Traditional	Midterm Speaker:
July 25 Virtual	Communication and Trust Conflict
July 27 Traditional	Teamwork and Collaboration Speaker
August 1 Virtual	Book Review Reports and Discussion
August 3 Virtual	Electronic Communication
August 8 Virtual	Telecommuting & Mobility
August 8 Traditional	Presentations, Papers, and Course evaluations