

Xavier University

## Exhibit

---

Management Information Systems Syllabi

Management Information Systems

---

1-1-2003

## INFO 924-81 Virtual Workplace Management

Lisa Hughes

Follow this and additional works at: [https://www.exhibit.xavier.edu/management\\_information\\_systems\\_syllabi](https://www.exhibit.xavier.edu/management_information_systems_syllabi)

---

### Recommended Citation

Hughes, Lisa, "INFO 924-81 Virtual Workplace Management" (2003). *Management Information Systems Syllabi*. 726.

[https://www.exhibit.xavier.edu/management\\_information\\_systems\\_syllabi/726](https://www.exhibit.xavier.edu/management_information_systems_syllabi/726)

This Restricted-Access Syllabus is brought to you for free and open access by the Management Information Systems at Exhibit. It has been accepted for inclusion in Management Information Systems Syllabi by an authorized administrator of Exhibit. For more information, please contact [exhibit@xavier.edu](mailto:exhibit@xavier.edu).

# Virtual Workplace Management Syllabus

- Course Numbers:** INFO 924-81 and MGMT 924-81
- Credit Hours:** 3
- Faculty:** Lisa R. Hughes
- Classroom:** HAI 1
- Office Hours:** By appointment face-to-face, telephone, and e-mail
- Addresses:** Telephone: 469-9093
- E-mail: [worklife@fuse.net](mailto:worklife@fuse.net)
- Url: <http://www.worklifeassoc.com>
- Xavier: 5<sup>th</sup> floor Schott Hall mailbox
- U.S. Postal: 12173 Crestfield Court, Cincinnati, Ohio 45249
- Participation:** Class meets on Monday 6:00 p.m. to 8:30 p.m.
- Dates:** 15 Weeks – January 13, 2003 through May 8, 2003
- Attendance:** You are expected to attend all class sessions.

## 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.

# Virtual Workplace Management Syllabus

## 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:

- Bredin, Alice. 1996. **The Virtual Office Survival Book**. New York: John Wiley & Sons Inc. *OUT OF PRINT: Used books are available through Amazon.com*
- 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.
- 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, 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
- Grenier, Raymond and George Metes. 1995. **Going Virtual: Moving Your Organization into the 21<sup>st</sup> Century**. Prentice Hall Computer Books.
- Hawryszkiewicz, Igor. 1997. **Designing the Networked Enterprise (Artech House Technology Management and Professional Development Library)**. Artech House.
- Haywood, Martha. 1998. **Managing Virtual Teams: Practical Techniques for High-Technology Project Managers (Artech House Professional Development Library)**. Artech House, American Society for Quality.
- 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.

# Virtual Workplace Management Syllabus

## Book List:

- Kostner, Jaclyn. 1994. **Knights of the Tele-Round Table / 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.
- Malhotra, Yogesh. 2000. **Knowledge Management and Virtual Organizations** Idea Group Publishing.
- Martin, Chuck and Charles L., Jr. Martin. 1998. **The Digital Estate: Strategies for Competing and Thriving in a Networked World**. McGraw-Hill.
- Nilles, Jack M. 1998. **Managing Telework: Strategies for Managing the Virtual Workforce**. John Wiley & Sons.
- Piskurich, George M. 1998. **An Organizational Guide to Telecommuting**, American Society for Training and Development.
- 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.

# Virtual Workplace Management Syllabus

## Weekly Schedule

1. January 13	Course Overview and Virtual Workplace Definition
2. January 20	The Virtual Workplace Environmental and Force Field Analysis
3. January 27	The Alternative Workplace
4. February 3	Virtual and Traditional Workplace Management
5. February 10	Management Preference, Skill and Behavior, Part 1
6. February 17	Management Preference, Skill and Behavior, Part 2
7. February 24	Midterm
8. March 10	Communication, Trust
9. March 17	Teamwork and Collaboration
10. March 24	Electronic Communication
11. March 31	Telecommuting
12. April 7	Book Review Reports and Discussion
13. April 14	Mobility
14. April 21	End-of-course discussion, Q & A and wrap-up
15. April 28	Presentations, Papers, and Course evaluations