Course Overview and Objectives: People management skills are critical for all levels of managers and in all organizations, whether the organization’s primary purpose is providing products or services. Particularly in the service industries, customer relationships hinge on the people who provide those services on a day to day basis.

Regardless of the size of your organization, you as a manager or supervisor will perform one or more HR functions, even if you have a staffed HR department. This course is designed to give you a basic overview of the primary functions of HR that you will need to know: the legal environment you operate in, staffing (hiring, recruiting, and planning, including outsourcing and contracting versus employing staff), performance management and employee development, and total rewards (compensation and benefits). In other words, a quick tour for a weekend! We can also touch on other contemporary issues of interest, including the current state of labor unions as time permits.

The objectives of this course are to help you in your management role understand the functions that constitute “human resource management.” Human resource functions, including recruitment and selection, compensation and benefits administration, training and development, talent management, policy development and implementation, legal compliance, ethics compliance, diversity management, and productivity management programs are increasingly important in today’s competitive and global economy. Another objective of this course is to help you understand the changes in the workplace that have occurred in the past several decades as well as the diversity and generational changes in today’s workforce. These changes create challenges for organizations to effectively manage their employees as assets.

We will explore these topics, some in more detail than others due to our limited time in the classroom. Our goal is to familiarize you with the minefields and opportunities for managers to hire, develop, motivate, and retain the best employees they can.

Class Format: EVERYONE is expected to come prepared to PARTICIPATE. Thank you in advance. We will have large group discussions, small group activities, and lecture, but with lots of participation, the time will fly by and you will finish Sunday with an appreciation for the importance of the people part of being a good manager. To some extent, the format is very flexible based on YOUR areas of concern and interest in the human resource roles of managers. The advantage of a weekend class rather than evening classes with remote access allows everyone to be in the same room together, to break into small discussion groups, and to interact with me and one another more easily. Therefore my expectations for everyone to contribute are high!

Reading Assignments before Class Friday/Saturday:
When you read these articles, use the Talking Points handout to bring to class to discuss the articles.


For Sunday session:

**TOPIC:** Research an **HR issue** you want to know more about. Get into new topic, research controversial issues, analyze an HR function at your workplace or an issue at your workplace. If you do that, however, you need to back up your discussion and analysis with research, not just information about what is going on there, good or bad. This is not a description of a personal experience.

1. You will need to have footnotes and specific citations. The content sources need to be “real.” By that I mean more than little internet clips or blog sites. Get into the literature. I will post suggested sites on Moodle.
2. I have no tolerance for poor writing, poor grammar, or poor organization. There is a lot in the literature about how poorly managers write and here is an opportunity to practice your skills.
3. Get an editor if writing isn’t your thing. Have someone else read this paper. What if your CEO read this as a report/opinion?
4. If you have a project at work that will fit into this general assignment, great. For example, one student developed a compensation plan for his company. But if you plan to design something, you need sources to back you up. This isn’t just a create type project. Find out what is going on “out there.” The possibilities are limitless!
5. Length: @10 pages
6. Grading criteria:
   - **Substance** -- did you cover your topic with some depth
   - **Organization** --were there transitions; did it hang together; was I able to follow your key points? The best papers have an obvious outline and used subtopics in the text to keep it organized and flowing.
   - **Mechanics**--(sentence structure, grammar, spelling, professional writing style
Evidence -- support from the reading. The types of sources you use, e.g., real stuff not little on line blog comments or advertising. Find current research and analyses to give a very current perspective on the topic you chose.

Overall impression

TALKING POINTS

By using this form for each article you read for class, it should help focus your reading and your comprehension of the material. Be prepared to be called on if you don’t volunteer to contribute your thoughts!

Article: __________________________________________

- CONCEPTS YOU FOUND ESPECIALLY RELEVANT OR INTERESTING, LIKED/DISLIKED, WERE STIMULATED BY, NOT IMPRESSED BY AND WHY.

- WHAT WERE THE KEY POINTS OF THESE READINGS? HOW CAN YOU RELATE THEM TO THE ORGANIZATION YOU WORK FOR, THE WORK YOU DO AS MANAGER AND/OR EMPLOYEE OF THAT ORGANIZATION? WHERE DO YOU STAND ON ANY DEBATABLE ISSUES?

- WHAT HAVE YOU LEARNED IN OTHER COURSES OR ON THE JOB THAT SUPPORTS OR DOESN’T SUPPORT THE POINTS IN THE READINGS?
• WHAT QUESTIONS DO YOU HAVE FOR THE INSTRUCTOR OR FOR FELLOW STUDENTS AFTER YOUR READING AND ANALYSIS?