

AMBERTON UNIVERSITY
e-COURSE SYLLABUS

MGT5690.E1 Managing the Generations
Session: Fall 2020

PROFESSOR INFORMATION:

Name: Dr. Carol McGuffin
Phone Number: 972-279-6511 ext. #204
Email Address: **CMcGuffin@Amberton.edu**

COURSE INFORMATION:

MGT5690.E1 Managing the Generations
Level: Graduate
Beginning Date of Session: Saturday, September 12th, 2020.
Ending Date of Session: Thursday, November 19th, 2020.
Student access available to the Student Portal: Saturday, September 12th, 2020.

Students enrolled in distance learning courses are not assessed any additional fees for security or identity verification.

COURSE PREREQUISITES:

None

TEXTBOOK(S) AND REQUIRED MATERIALS:

Title: **Sticking Points: How to Get 4 Generations Working Together in the 12 Places They Come Apart**

Author: Haydn Shaw
Publisher: Tyndale House Publishers, Inc.
Year Published: 2013
Edition: 1st
ISBN: 10: 1414364717 or 13: 978-1414364711
Price: Available at <http://amberton.ecampus.com>

Title: **Gen Z Effect: The Six Forces Shaping the Future of Business**

Author: Tom Koulopoulos (Author), Dan Keldsen (Author)
Publisher: Routledge
Year Published: 2016
Edition: 1st
ISBN: 10: 1629560316 or 13: 978-1629560311
Price: Available at <http://amberton.ecampus.com>

Title: **Answering Why: Unleashing Passion, Purpose, and Performance in Younger Generations**

Author: Mark C. Perna
Publisher: Greenleaf Book Group Press
Year Published: 2018
Edition: 1st
ISBN: 10: 1626345112 or 13: 978-1626345119
Price: Available at <http://amberton.ecampus.com>

Title: **Clash of the Generations: Managing the New Workplace Reality**

Author: Valerie M. Grubb (Author)
Publisher: Wiley
Year Published: 2016
Edition: 1st

ISBN: 10: 1119212340 or 13: 978-1119212348
Price: Available at <http://amberton.ecampus.com>

Amberton University has an agreement with eCampus.com to provide a full-service online bookstore to students. The Amberton University Virtual Bookstore is accessible through the University's website, www.Amberton.edu. There is also a bookstore link in the Student Portal.

The AU Virtual Bookstore provides an easy to use interface, online buyback of books, and same day shipment of most titles with an average delivery time of 2-3 days depending on the student's location. Textbook options include new, used, rental, and electronic media as available.

Since no books are sold on campus, students should plan accordingly and purchase their books in advance of the first day of class, allowing time for shipping. Be certain you are enrolled in the course before purchasing your book(s). All textbook information (Title, Author, ISBN, etc.) is available in the course syllabi so students can shop competitively. Most textbooks can be purchased from many different textbook vendors. Some textbooks may only be available on the University's Virtual Bookstore. Students should be careful to obtain the exact resource(s) required for the course.

APA Requirement

APA (American Psychological Association) style is most commonly used to cite sources within the social sciences. This resource, revised according to the 7th edition, offers examples for the general format of APA research papers, in-text citations, endnotes/footnotes, and the reference page. For more information, please consult the Publication Manual of the American Psychological Association, (7th ed.). All coursework at Amberton University will comply with the standards contained in the APA Publication Manual.

COURSE COMPETENCIES:

The following represents the course competencies for this class. Competencies are equivalent for all lecture and distance learning courses. Following each competency is the assignment used to gain mastery of this area of study.

This course explores the new economic, social and political reality of the cross-generational workplace. The primary objective of the course is to help students analyze the 21st century workplace and the major generational changes effecting organizations.

CAVEAT: No graduate credit will be awarded if MGT4690 has been successfully completed.

UPON COMPLETION OF THE COURSE, THE STUDENT WILL BE COMPETENT IN:

1.	Examining the history and theory of organizational behavior and management and application to generations in the workplace.
2.	Finding the elements that enhance the employer/employee "psychological contract" for each generation.
3.	Defining the differences/similarities between generations and understanding the meaning and importance of generational cohorts.
4.	Comparing and contrasting global generational cohorts to the United States generational cohorts.
5.	Defining the cross-generational workplace and potential organizational effects for the 21 st century.
6.	Understanding the meaning of generational events and the significance of those events.
7.	Assessing the role of a generational cusper and identifying signposts.
8.	Managing generational conflict and developing organizational interventions.
9.	Appraising the importance of effective communication among the various generations currently in the workplace.
10.	Recommending where and how mixed generations can work well together.
11.	Critiquing potential solutions for bridging the generational gaps.
12.	Defending the unique work ethics and ethical behavior of each generation.
13.	Recommending and evaluating effective ways to manage and motivate different generations.
14.	Formulating and proposing organizational programs to enhance generational understanding.
15.	Evaluating current best practices on how to manage and bridge generations in the workplace.

16.	Analyzing workplace rewards, recognition, benefits, compensation, recruiting and training programs within organizations and constructing arguments for potential changes.
17.	Predicting the cross generational future and organizational implications for 21 st century global workforces.
18.	Developing a “game plan” organizations can use to attract, retain and develop their employees and, in so doing, transform organizations to achieve compelling business results, increased employee motivation, improved customer connections and compete globally in the marketplace.

COURSE POLICIES:

- Read and complete all assignments by the scheduled due date. An assignment submitted after the due date will be assessed a penalty of 5% for each day it is late. Work submitted more than one week after the scheduled due date will NOT be accepted.
- All assignments are due at 10pm, Central Standard Time.
- Assignments may be submitted early, but no more than two (2) may be submitted in any one-week.
- When submitting an assignment, please include YOUR NAME, MGT5690.E1, and the assignment number on the first page of the assignment. All assignments must be submitted through the Moodle Portal/Assignment Drop Box.
- There are no extra credit assignments available in this course.
- Do not plagiarize. Please read the section on Academic Honesty/Plagiarism.
- The **last** day to submit assignments is **Sunday, November 15th, 2020**.

Student’s Responsibilities

This syllabus contains information, policies and procedures for a specific course. By enrolling, the student agrees to read, understand and abide by the policies, rules, regulations, and ethical standards of Amberton University as contained in the current university catalog and schedule of classes.

Attendance Policy:

Regular and punctual class attendance and engagement is expected at Amberton University. In case of an absence, it is the student’s responsibility to contact the professor as soon as possible. If a student intends on withdrawing from a course, it is the student’s responsibility to follow the university’s policy on formally withdrawing from a course. Ceasing to attend classes does not constitute an official withdrawal.

Attendance in a lecture course is defined as punctual arrival to, and engagement in, a full lecture session. Attendance in a distance learning course is defined as active participation in the weekly online class sessions. “Active participation” can be defined as: submitting an academic assignment, taking an exam, engaging in an interactive tutorial, participating in an online discussion forum (or chat session), or initiating (or responding to) a communication with a faculty member about an academic assignment or the subject matter of the course. A student not meeting these requirements may be dropped at the discretion of Amberton University.

Plagiarism Policy

Plagiarism is using another person’s work as your own. Plagiarism is a violation of the University’s code of student ethical conduct and is one that is taken seriously. Amberton University operated on an honor system, and honesty and integrity are essential characteristics of all who are associated with the institution. All Amberton University students are expected to abide by the honor system and maintain academic integrity in all of their work. Amberton University and its instructors monitor student work for plagiarism and reserve the right to submit such work to technology-based anti-plagiarism services and applications at any time.

COURSE OUTLINE AND CALENDAR:

Week	Topic(s)	Assignment	Readings	Competencies
1	Introduction, Understanding the Four Generations	Class Introductions	Clash of the Generations Chapters 1-5 Answering Why: Chapters 1	1,2,3

			The Gen Z Effect: Chapter 1	
2	Introduction Continued, Understanding the Four Generations	Orientation Quiz DUE Discussion #1 Assignment #1 DUE	Sticking Points: Chapters 1-3 Answering Why: Chapters 2-3 The Gen Z Effect: Chapter 2	1,2,3
3	Traditionalists	Discussion #2	Sticking Points: Chapter 4	3,4,7,12
4	Boomers	Assignment #2 DUE	Sticking Points: Chapter 5	3,4,7,12
5	Generation X	Discussion #3	Sticking Points: Chapter 6	3,4,7,12
6	Millennials/Generation Y	Assignment #3 DUE Discussion #4	Sticking Points: Chapter 7	3,4,7,12
7	Communication, Decision Making, Dress Code, Feedback, Fun	Discussion #5	Answering Why: Sections 2 Sticking Points: Chapters 8-12 Clash of the Generations: Chapters 6,8, 9 & 10	10,11,12,13
8	Knowledge Transfer, Loyalty, Meetings, Policies	Assignment #4 (Case Study) Due	Sticking Points: Chapter 13-16 The Gen Z Effect: Chapter 3-4 Clash of the Generations: Chapter 11	11, 12
9	Respect, Training, Work Ethic, Conflict	Discussion #6 Final Course Discussion	Sticking Points: Chapters 17-19 The Gen Z Effect: Chapter 5 Clash of the Generations: Chapter 7	9,11,12,14
10	What Does the Future Hold? Linkster/Touch Generation The Global Workforce Best Practices	Assignment #5 Self- Assessment Exercise DUE ALL CLASS DISCUSSIONS WILL CLOSE	Sticking Points: Appendix Answering Why: Section 3 The Gen Z Effect: Chapters 6-7	4,5,6,15

Orientation Quiz (5%)

This short orientation quiz covers the important components of the syllabus and is due by Sunday, September 20th, 2020.

Assignment 1, Written Assignment (15%)

The written assignment will be due by Sunday, September 27th, 2020.

Assignment 2, Written Assignment (15%)

The assignment will be due by Sunday, October 11th, 2020.

Assignment 3, Written Assignment (15%)

The written assignment will be due by Sunday, October 25th, 2020.

Assignment 4, Research Paper (30%)

This assignment will be due by Sunday, November 8th, 2020.

Assignment 5 (5%)

This self-reflection exercise will be due by Sunday, November 15th, 2020.

Class Participation (15%) – Discussion Comments Please expect to see six separate discussion points this session. Your answers should be approximately 250-300 words in length. You are not required to comment on the other students' answers. You are only required to comment on the original question one time. However, if you want to chime in on what your fellow students have to say, it most certainly makes for a more interesting online discussion.

These discussion questions will be graded as follows:

- 6/6 comments = 100%
- 5/6 comments = 85%
- 4/6 comments = 65%
- 3/6 comments = 50 %
- 2/6 comments = 35%
- 1/6 comments = 15%

The deadline to submit your responses is Friday, November 13th, 2020 at midnight for all discussion threads.

GRADING CRITERIA:

Orientation Quiz	5%
Assignment 1	Written Assignment 15%
Assignment 2	Written Assignment 15%
Assignment 3	Written Assignment 15%
Assignment 4	Research Paper 30%
Assignment 5	Self-Assessment Exercise 5%
Class Participation	Discussion Questions 15%

The following grading scale will be used for this course:

Graduate	
92 – 100	A
82 – 91	B
72 – 81	C
62 – 71	D
Below 62	F

GRADE NOTIFICATION AND INSTRUCTOR FEEDBACK:

A successful distance learning experience requires a flow of communication between instructor and student throughout the session. Instructor comments are considered essential to the learning process. Therefore, each assignment/exam submitted will be reviewed, graded and returned to the student in a timely manner along with the appropriate commentary. Students should carefully review all comments.

Final grades are mailed approximately one week after the last day of the session to the student's address of record. Amberton University staff will not post or release grades over the phone. University instructors will not leave a message with comments or grades in any type of media that is not secure.

For questions regarding grades after the semester has ended, students should use their University email account and contact the instructor at the faculty email address as provided above in *Professor Information* area.

Incomplete Grades

An “I” (incomplete grade) is given at the discretion of the professor and may be given only when an emergency or illness prevents the student from completing course requirements. Should an “I” be granted, the student has 30 days from the end of the session to complete the conditions of the incomplete. An “I” which is not properly removed within 30 days following the session enrolled will become an “F” grade.

How To Withdraw From a Course

To be official, the class withdrawal must be in writing and signed by the student requesting the withdrawal; no withdrawal is accepted verbally. Please review the “Schedule of Classes” (online or in-print) for procedures for class changes or withdrawals and the refund policy and schedule.

COURSE DELIVERY METHODOLOGY:

This course is offered as a distance-learning course through the Moodle Learning Platform. Amberton’s distance learning courses, called e-Courses, are identical to classroom courses in terms of learning outcomes, competencies, and instructor expectations. A student choosing to take an e-Course must have the following skills and technical capabilities:

1. Access to the Internet
2. General knowledge in:
 - Internet browser settings and configuration
 - e-mail and file attachments
 - Uploading and downloading files
 - Using a word processing package
3. Ability to conduct on-line research

Students who have not mastered these skills should not enroll for this course, but should consider enrolling in MIS2110 Computer Concepts and Internet Technologies for instruction in these areas.

HOW TO ACCESS YOUR COURSE:

Through the Amberton University Student Portal

Students enrolled in distance learning courses using the Moodle Learning Platform may access the course through the Amberton University Student Portal. The site may be accessed through the University’s main page (<http://www.Amberton.edu>) or at <http://apps.Amberton.edu>. After selecting the “Student Portal” link, you will be prompted for a Username and Password.

Use your assigned **username and password** (AUID) as described below to enter the AU Student Portal:

Username = your capitalized firstname **initial**+lastname+last 3 digits of your SSN.

* Use your name exactly as it is listed on the University’s records, including any suffixes or hyphenations, such as Jr, Sr, or II, as a part of your username.

For example: James Jones, Jr. SSN: 123-45-6789
Username: JJonesJr789

Password = your Amberton University ID# (AUID) **including the dashes**

For example: 04-999-999

Once your login has been validated, you may select from a variety of menu options, including your individual E-Course, email account, Remote Research, General Tools, all Syllabi, Research Tutorials and Electronic Instructor Folders (FTP).

If you are accessing the Student Portal from a public or shared computer, close the browser completely when finished, or click on the Logout button. For security purposes, no other person should have access to your Username or Password. If you feel your information has been compromised or if you experience technical difficulties, contact the e-course system administrator at: e-sysop@amberton.edu

If you have lost or do not know your Amberton ID#, please contact the Student Services Office 972/279-6511 or advisor@Amberton.edu for a replacement AUID card. You must know your Amberton ID# to gain access to the course and to send email to your professor.

Through the Amberton University Moodle Website

Students enrolled in distance learning courses using the Moodle Learning Platform may also access the course by going to: <http://moodle.Amberton.edu>

For those utilizing Moodle for the first time, the username and password for the Moodle Learning Platform will be emailed to the student's University email account prior to the start of the course. For those returning to Moodle who do not remember their username and password, click on the link "*Forgotten your username or password*" available on the Moodle log in page (<http://moodle.Amberton.edu>). Otherwise use the same username and password as previous session.

Moodle Tutorial:

Upon successful log in and access to the Moodle learning platform, there is a *Student Moodle Tutorials* course available, to learn about the basics of Moodle. Simply click on the link for the *Student Moodle Tutorials* and read through the various learning topics: Navigating; Communicating; Assignments & Exams; Grades; and Student Resources.

COURSE COMMUNICATIONS:

Students will communicate with faculty through the Moodle Learning Platform or the Amberton University email system.

Each student enrolled is assigned an Amberton email account, which gives the student access to the Amberton email system (my.Amberton.edu). This email account is provided by Google Apps for Education. Students are encouraged to check their email regularly for University news, notices, and to communicate with instructors.

The student's assigned email address would be `Username@my.Amberton.edu`

Example: `LJones-Smith789@my.Amberton.edu`

The student Username is determined by:

firstname initial+lastname+last 3 digits of student ssn.

For example: Linda Jones-Smith SSN: 123-45-6789

Email Address = `LJones-Smith789@my.Amberton.edu`

Students will be prompted for a Username and Password when accessing their email account. Use the Username portion of the email address as the username (Example: `LJones-Smith789`) and your Amberton ID# (including the dashes) as the password.

If you already have a Google gmail account, you might be prompted to add this account to your current account. Click 'Yes' and you will be logged into your my.Amberton.edu email account. It will be a separate email account from your personal gmail account.

If you need assistance with your email account, please visit <https://support.google.com/mail>

Students are responsible for reviewing the "Communication Guidelines" provided on the individual E-Course for specific instructor requirements.

Upon completion of a session, all communication and course specific information is removed from the Moodle system. If a student needs to maintain a record of communications or assignments, the student is strongly encouraged to print out or download these items to a disk for their own records.

FORMAT AND SUBMISSION OF ASSIGNMENTS:

Assignments are to be submitted to the appropriate assignment Drop Box in the Moodle system. Specific directions and guidelines for submission of assignments are located on-line in the "Communication Guidelines" of the e-course. Due to compatibility issues, Office 2007 files cannot be read by earlier versions of Microsoft Office. Before submitting an exercise file, confirm the file is in the proper format for grading by the instructor.

INSTRUCTOR/COURSE EVALUATION:

Each session, all Amberton students are provided with the opportunity to evaluate their courses and instructors. The evaluation process is an important one and provides students with an anonymous and confidential way to give meaningful feedback to the University. Summary information and comments are provided to faculty after the close of the session. All information provided is anonymous.

The Instructor/Course Evaluation will be open for completion during week 9 of the session. An evaluation assignment will be placed in week 9 of the Moodle course, along with the instructions on how to complete the evaluation. Prior to week 9, the University will send out an email containing instructions and dates for the evaluation period.

ACADEMIC HONESTY/PLAGIARISM:

Plagiarism is the presentation of someone else's information as though it were your own. If you use another person's words, ideas or information, or if you use material from a source – whether a book, magazine, newspaper, business publication, broadcast, speech, or electronic media – you must acknowledge the source. Failure to do so violates Amberton University's ethics policy.

RESEARCH RESOURCES:

The student is encouraged to use the Amberton Electronic Library as a research resource for this course. The Electronic Library provides access to full-text and abstract articles as well as links to a variety of remote research tools. Students can search Amberton Library Resource Center holdings through the on-line public access circulation system. The physical library contains a specialized collection of research materials specifically chosen to support the degrees and courses offered at Amberton. Interlibrary loan and document delivery services are available. The TexShare Card offers borrowing privileges in libraries all across the state of Texas. Students with research questions or questions about Library services are encouraged to visit the Library or email their questions to library@Amberton.edu.

RESEARCH TUTORIALS:

Online research resources are available through "Research Tools Database", accessible through the Student Portal. (For additional assistance, students may access the "Research Tutorials" link located in the General Tools area on the Student Portal.) Access the Portal by clicking "Student Portal" from the University's website. You must know your Amberton ID to access the Portal.

Library Live Chat Feature

The website allows for a live chat feature with librarians on the library pages. This service allows students to connect with librarians on questions regarding resource assistance, searching data bases and access to library services. www.amberton.edu/current-students/library/index.html