



**MGMT 2125**  
**Performance Management**  
**COURSE SYLLABUS**  
**Online**  
**Spring Semester 2016**

Semester: Spring 2016  
Course Title: Performance Management  
Course Number: MGMT 2125  
Credit Hours/ Minutes: 3/2250

Instructor: Vicki Spivey  
Office Hours: 10:00—11:30 and 2:00—4:00 Monday-Thursday  
Office Location: Office 831 Gillis Building  
Email Address: [vspivey@southeasterntech.edu](mailto:vspivey@southeasterntech.edu) (Preferred communication from students)  
Phone: 912-538-3175  
Fax Number: 912-538-3106

Class Location: GVTC/Blackboard  
Class Meets: Via Internet / 15 weeks  
CRN: 40073

**REQUIRED TEXT:** Performance Management, 3rd edition, Aguinis, 2013, Prentice Hall, 10:0132556383

**REQUIRED SUPPLIES & SOFTWARE:** Black, blue or red ink pens, no. 2 lead pencils, erasers, thumb drive, jump drive, USB, etc., and 3-subject notebook, Browser should be IE 7 or higher or Mozilla Firefox 2.0 or higher.

Note: Although students can use their smart phones and tablets to access their online course(s), exams, discussions, assignments, and other graded activities should be performed on a personal computer. Neither Blackboard nor GVTC provide technical support for issues relating to the use of a smart phone or tablet so students are advised to not rely on these devices to take an online course.

**COURSE DESCRIPTION:** Develops an understanding of how fostering employer/employee relationships in the work setting improves work performance. Develops legal counseling and disciplinary techniques to use in various workplace situations.

**MAJOR COURSE COMPETENCIES:** Topics include: the definitions of coaching, counseling, and discipline; importance of the coaching relationship; implementation of an effective counseling strategy; techniques of effective discipline; and performance evaluation techniques.

**PREREQUISITE(S):** Provisional Admission

**COURSE OUTLINE:**

1. Definitions of Coaching, Counseling, and Discipline Lecture
2. Importance of The Coaching Relationship
3. Implementation of an Effective Counseling Strategy
4. Techniques of Effective Discipline
5. Techniques of Performance Appraisal

**GENERAL EDUCATION CORE COMPETENCIES:** STC has identified the following general education core competencies that graduates will attain:

1. The ability to utilize standard written English.
2. The ability to solve practical mathematical problems.
3. The ability to read, analyze, and interpret information.

All students pursuing a degree, a diploma, or a Technical Certificate of Credit with a General Education

component will be required to pass the General Education Competency Exams prior to graduation.

**STUDENT REQUIREMENTS (Online):** Online courses require students to be academically engaged each week doing course related activities. The completion dates of these activities will be used to determine a student's last date of attendance in the event a student withdraws or receives an F in a course. A student's last date of attendance can have a negative effect on his/her financial aid and academic progress.

Students are expected to complete all work required by the instructor, and to attend the required proctored campus exam. The student is expected to complete all work each week. Exams and assignments must be completed on the specified date. There are no makeup exams and students who miss an exam will be assigned a grade of zero. Assignments may be turned in early and exams are posted for 7 days. Please do not wait until the last moment to submit in case you have Internet problems with your computer. Homework Assignments **will not be graded after the due date on Mondays at 11:59 pm resulting in a zero (0)**. Class participation is required for successful completion of the course. All online students must pledge that they have read and understand the *STC Catalog* within the first three days of class. **Online students are responsible for checking e-mails and Blackboard announcements DAILY Monday-Thursday.** Books are required on the **first day** of the semester.

**ONLINE ATTENDANCE:** It is the student's responsibility to be academically engaged each week doing course related activities. The completion dates of these activities will be used to determine a student's last date of attendance in the event a student withdraws, stops attending, or receives an F in a course. Students will not be withdrawn by an instructor for attendance; however, all instructors will keep records of graded assignments and student participation in course activities. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

Students will have at least one week to complete tests and assignments. All tests and homework assignments are due before 11:59 pm on Monday of each week. Exceptions to the due dates of assignments due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

**SPECIAL NEEDS ADDENDUM:** *Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact Jan Brantley, Room 1208 Swainsboro Campus, 478-289-2274, or Helen Thomas, Room 108 Vidalia Campus, 912-538-3126, to coordinate reasonable accommodations.*

### **PREGNANCY**

Southeastern Technical College does not discriminate on the basis of pregnancy. However, we can offer accommodations to students who are pregnant that need special consideration to successfully complete the course. If you think you will need accommodations due to pregnancy, please advise me and make appropriate arrangements with the Special Needs Office. Swainsboro Campus: Jan Brantley Room 1208 (478) 289-2274 -- Vidalia Campus: Helen Thomas Room 108 (912) 538-3126.

**WITHDRAWAL PROCEDURE:** Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% portion of the semester (date will be posted on the school calendar) must speak with a Career Counselor in Student Affairs and complete a Student Withdrawal Form. A grade of "W" is assigned when the student completes the withdrawal form from the course.

Students who are dropped from courses due to attendance (see your course syllabus for attendance policy) after drop/add until the 65% point of the semester will receive a "W" for the course. Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of 'F' being assigned.

After the 65% portion of the semester, the student will receive a grade for the course. (Please note: A zero will be given for all missed assignments.)

There is no refund for partial reduction of hours. Withdrawals may affect students' eligibility for financial aid for the current semester and in the future, so a student must also speak with a representative of the Financial Aid Office to determine any financial penalties that may be assessed due to the withdrawal. All grades, including grades of 'W', will count in attempted hour calculations for the purpose of Financial Aid.

**Remember** - Informing your instructor that you will not return to his/her course does not satisfy the approved withdrawal procedure outlined above.

**PROCTORED EVENT REQUIREMENT(S) (Online):** In order to validate student identity for all online courses, students enrolled in online courses are required to complete one proctored event per online course. The proctored event may be a major exam, assignment, or presentation, etc. that will count a **minimum of 20% of the course grade**. Online students will be required to take the Proctored Event on the instructor's home campus; the event will be monitored by the instructor or another STC employee. Students must attend one of the scheduled proctored sessions and will need to make arrangements with work, childcare, etc. The specific dates of the proctored event are scheduled on the Lesson Plan/Calendar for the online course. Students living further than 75 miles from campus who cannot come to Southeastern Tech for the event must secure an approved proctoring site. The site and the proctor must meet Southeastern Technical College's requirements (instructor will provide more information and necessary forms if this is the case). Note: Students taking proctored events off campus will utilize the Proctor Scheduling and Approval Form found under the Proctoring Tab in Blackboard and submit the completed form to their instructor for approval a **minimum of two weeks prior** to the proctored event. If approved, the instructor will notify the proctor.

Students arranging off-campus proctoring must take the event on the same day(s) it is originally scheduled. Students who do not complete the proctored event as scheduled must submit a valid documented excuse within three business days after the scheduled event. If the excuse is approved, students must make arrangements with the instructor to makeup/reschedule the missed event. The penalty and makeup instructions will be at the instructor's discretion. **Students who do not complete the proctored event will receive an F in the course.**

As published on STC's website, any expenses incurred to obtain a proctor will be the responsibility of the student; however, students are not charged a proctoring fee when taking the proctored exam on the campus of Southeastern Tech. Most of Georgia's technical colleges do not charge to proctor exams for students enrolled in other TCSG colleges. Students who are enrolled at Southeastern Technical College and live out of the state of Georgia or out of the country could incur a proctoring charge. However, in that instance, the instructor would assist the student in locating the least expensive proctor.

**The required proctored exam for this class is April 6, Wednesday, at 8:30 am in the Medical Technology (Gillis Building) on the Vidalia campus or April 7, Thursday, at 2:30 pm Building 8, Lab 8141 on the Swainsboro campus. You must come by office 831 to sign in on the Vidalia campus. Chapters 9-10 will be covered on the computerized proctored exam. You must attend on one of the two days listed or you will receive an F in the course. There are no makeup proctored exams.**

**EXIT EXAM:** All students are required to take the Exit Exam during their last semester.

**MAKEUP GUIDELINES:** **No make-up exams are allowed and there are no exceptions.** If Internet or browser failure occurs, contact the instructor immediately by email. A decision will be made at that time if the exam will be reset. Only one test will be reset per semester if the instructor is notified in time according to the instructions in Blackboard. Homework Assignments **will not be graded after the due**

date (Monday at 11:59 pm) resulting in a zero (0).

**ACADEMIC DISHONESTY POLICY:** The STC Academic Dishonesty Policy states All forms of academic dishonesty, including but not limited to cheating on tests, plagiarism, collusion, and falsification of information, will call for discipline. The policy can also be found in the STC Catalog and Student Handbook.

#### **Procedure for Academic Misconduct**

The procedure for dealing with academic misconduct and dishonesty is as follows:

##### **--First Offense--**

Student will be assigned a grade of "0" for the test or assignment. Instructor keeps a record in course/program files and notes as first offense. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus. The Registrar will input the incident into Banner for tracking purposes.

##### **--Second Offense--**

Student is given a grade of "WF" for the course in which offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Registrar will input the incident into Banner for tracking purposes.

##### **--Third Offense--**

Student is given a grade of "WF" for the course in which the offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Vice President for Student Affairs, or designee, will notify the student of suspension from college for a specified period of time. The Registrar will input the incident into Banner for tracking purposes.

**STATEMENT OF NON-DISCRIMINATION:** Southeastern Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, disabled veteran, veteran of Vietnam Era or citizenship status, (except in those special circumstances permitted or mandated by law). This school is in compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin; with the provisions of Title IX of the Educational Amendments of 1972, which prohibits discrimination on the basis of gender; with the provisions of Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of handicap; and with the American with Disabilities Act (ADA).

**GRIEVANCE PROCEDURES:** Grievance procedures can be found in the Catalog and Handbook located on STC's website.

**ACCESS TO TECHNOLOGY:** Students can now access Blackboard, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the STC website at [www.southeasterntech.edu](http://www.southeasterntech.edu).

#### **GRADING POLICY**

Homework Assignments	35%
Discussion Board	10%
Tests	25%
Proctored Exam	20%
Internet Presentation	10%

#### **GRADING SCALE**

A: 90-100
B: 80-89
C: 70-79
D: 60-69
F: 0-59

#### **TCSG GUARANTEE/WARRANTY STATEMENT:**

*The Technical College System of Georgia guarantees employers that graduates of State Technical Colleges shall possess skills and knowledge as prescribed by State Curriculum Standards. Should any graduate employee within two years of graduation be deemed lacking in said skills, that student shall be*

**DISCUSSION BOARD GRADING**  
**RUBRIC**

*retrained in any State Technical College at no charge for instructional costs to either the student or the employer.*

<b><u>No. of Posts</u></b>	<b><u>No. of Replies</u></b>	<b><u>Initial Grade</u></b>	<b><u>Errors</u></b>	<b><u>Point Reduction</u></b>
1 or more	1 or more	<b>100</b>	Spelling	-5 each
1 or more	0	<b>50</b>	Grammatical	-5 each
0 or more	0	<b>0</b>	Length (4-5 min over 7 words each)	-20 per sentence
			Thoughtful Content	-20 per sentence

**MGMT 2125 PERFORMANCE MANAGEMENT  
SPRING SEMESTER 2016 LESSON PLAN**

Date	Chap / Less	Content		Comp Area
Jan 11	Ch 1	Chapter 1 Performance Management & Reward Systems in Context Definition of Performance Management The Performance Management Contribution Disadvantages/Dangers of Poorly Implemented PM Systems Definitions of Reward Systems Aims and Role of PM Systems Characteristics of an Ideal PM System Integration with Other Human Resources & Development Activities	Type Student Pledge  Type Student Introduction  Work on Chapter 1 Homework  Work on Ch 1 Discussion Board	A, C, 1
12				
13				
14				
18	Ch 2	Chapter 2 Performance Management Process Prerequisites Performance Planning Performance Execution Performance Assessment Performance Review Performance Renewal & Recontracting	Chapter 1 Homework & Discussion Board due  Work on Chapter 2 Homework  Work on Ch 2 Discussion Board	A, C, 1
19				
20				
21				
25	Ch 3	Chapter 3 Performance Management and Strategic Planning Definition and Purposes of Strategic Planning Process of Linking Performance Management to the Strategic Plan Building Support	Chapter 1-2 Test posted on 01/25—02/01  Chapter 2 Homework & Discussion Board due  Work on Chapter 3 Homework  Work on Ch 3 Discussion Board	A, C, 5
26				
27				
28				
Feb 1	Ch 4	Chapter 4 Defining Performance & Choosing a Measurement Approach Defining Performance Determinants of Performance Performance Dimensions Approaches to Measuring Performance	Ch 1-2 Test due  Chapter 3 Homework & Discussion Board due  Work on Chapter 4 Homework  Work on Ch 4 Discussion Board	A, C, 3
2				
3				
4				

8	Ch 5	Chapter 5 Measuring Results & Behaviors Measuring Results Measuring Behaviors	Chapter 3-4 Test posted 02/08—02/15  Ch 4 Homework & Discussion Board due  Work on Chapter 5 Homework  Work on Ch 5 Discussion Board	A, C, 4
9				
10				
11				
15	Ch 6	Chapter 6 Gathering Performance Information Appraisals Form Characteristics of Appraisal Forms Who Should Provide Performance Appraisals A Model of Rater Motivation Preventing Rater Distortion Through Rater Training Programs	Ch 3-4 Test due  Chapter 5 Homework & Discussion Board due  Work on Chapter 6 Homework	A, C, 5
16				
17				
18				
22	Ch 7	Chapter 7 Implementing a Performance Management System Preparation: Communication, Appeals Process Communication Plan Appeals Process Training Programs for the Acquisition of Required Skills Pilot Testing Ongoing Monitoring & Evaluation	Chapter 5-6 Test posted 02/22-02/29  Chapter 6 Homework due  Work on Chapter 7 Homework	A, C, 3
23				
24				
25				
29	Ch 8	Chapter 8 Performance Management & Employee Development Personal Development Plans Direct Supervisor's Role 360-Degree Feedback Systems	Ch 5-6 Test due  Chapter 7 Homework due  Work on Chapter 8 Homework	A, C, 3
Mar 1				
2				
3				
7	Ch 9	Chapter 9 Performance Management Skills Coaching Coaching Styles Coaching Process Performance Review Meetings Chapter 10 Reward Systems & Legal Issues Traditional & Contingent Pay Plans Reasons for Introducing Contingent Pay Plans Possible Problems Associated With Contingent Pay Plans	Chapter 7-8 Test posted 03/07—03/14  Chapter 8 Homework due  Work on Chapter 9 Homework	A, C, 2

		Selecting a Contingent Pay Plan Putting Pay in Context Performance Management & The Law Some Legal Principles Affecting Performance Management Laws Affecting Performance Management		
8				
9				
10				
14	Ch 10	Reward Systems and Legal Issues Traditional and Contingent Pay Plans Reasons for Introducing Contingent Pay Plans Possible Problems Associated with Contingent Pay Plans Selecting a Contingent Pay Plan Putting Pay in Context Pay Structures Performance Management and the Law Some Legal Principles Affecting Performance Management Laws Affecting Performance Management	<b>Ch 7-8 Test due</b>  <b>Chapter 9 Homework due</b>  <b>Work on Chapter 10 Homework</b>	<b>A, ,C, 5</b>
15				
16				
17				
21	Ch 11	Chapter 11 Managing Team Performance Definition and Importance of Teams Types of Teams & Implications for Performance Purposes & Challenges of Team Performance Management Including Team Performance in the Performance Management Rewarding Team Performance	<b>Chapter 10 Homework due</b>  <b>Work on Chapter 11 Homework</b>	<b>A, ,C, 4</b>
22		<b>Begin working on Internet Presentation</b>		
23		<b>Study for Proctored Exam</b>		
24				
28		SPRING BREAK		
29		SPRING BREAK		
30		SPRING BREAK		
31		SPRING BREAK		
Apr 4				
5				<b>A, C, 1-5</b>
6		<b>Proctored Exam: 8:30 am (see syllabus for details)</b>	<b>Chapters 9-10</b>	<b>A, C, 1-5</b>
7		<b>Proctored Exam: 2:30 pm (see syllabus for details)</b>	<b>Chapters 9-10</b>	<b>A, C, 1-5</b>
11				
12				
13				
14				



18			Chapter 11 Homework Due	
19				
20				
21				
25			Internet Presentation Due	A, C, 5
26				
27				
28				
May 2		SEMESTER ENDS		

Instructor reserves the right to make any changes needed to the syllabus and lesson plan.

**\* Competency Areas:**

1. Definitions of Coaching, Counseling, and Discipline Lecture
2. Importance of The Coaching Relationship
3. Implementation of an Effective Counseling Strategy
4. Techniques of Effective Discipline
5. Techniques of Performance Appraisal

**\*\*General Core Educational Competencies**

- a) The ability to utilize standard written English.
- b) The ability to solve practical mathematical problems.
- c) The ability to read, analyze, and interpret information.