

Managerial Psychology

PSY 303

Spring 2010

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Office: AUCA; Psychology Department
Pre-requisites: PSY 352
Meeting times: Monday, 14.10, Thursday, 15.35
Credit hours: 3
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I. Recommended readings

Riggio, Ronald (1999). *Introduction to industrial/organizational psychology*
Urbanovich, A.A. (2002) “*Psikhologiya upravleniia uchebnoe posobie*”
Averbach, Alan (1996). *The World of Work an introduction to industrial/ organizational psychology*
Aamodt, Michael G (1999). *Applied industrial / organizational psychology*
Handbook of industrial and organizational psychology (1983)
Silverthorne, Colin P. (2005). *Organizational psychology in cross-cultural perspective*
Lax, David (1986). *The manager as negotiator*
Hartman, G. (1992). *Making the deal : quick tips for successful negotiating*
Vedenie peregovorov i razreshenie konfliktov (2006).
Kotter, John (1992). *Corporate culture and performance*
Schein, Edgar H. (2004). *Organizational culture and leadership*
Bazerman, Max H. (2002). *Judgment in managerial decision making*
Yukl, Gary A. (1990). *Skills for managers and leaders : texts, cases, and exercises*
Munter, Mary (1997). *Guide to managerial communication effective business writing and speaking*
Management communication (1995)
Organizational decision making (1997)
Discrimination at work the psychological and organizational bases (2005)
Tsitrin, D.M. (2005) *Piat' printsiptov vydaiushcheisia kar'ery Kak dostich' uspekha, poluchaia udovletvorenii ot raboty*
Journal of Managerial psychology

II. Course Description and Objectives

Course “Managerial Psychology” is designed to introduce students information about the main functions, roles and activities of managers in organizations, difficulties that managers may face and the way to overcome them. The main idea of the course is that in order to become an effective manager in-born abilities should be combined with training, practice and experience. After completing this course students will acquire knowledge on psychological particularities of management, personality of managers, basics of organizational communication, organizational culture and climate. They will learn principles of organizational decision-making, legal issues in the workplace regarding discrimination and particularities of cross-cultural management. Moreover, students are expected to develop skills necessary for stress management, conflict resolution, negotiation, career development and effective communication.

III. Course requirements

A. Attendance (10%)

The attendance is mandatory, and will be marked. Please try not to be late more than 15 minutes as it would automatically be counted as an absence. Unjustified absences (without supporting documents) negatively effect your final grade, while **8 unjustified absences automatically cause X grade.**

B. Participation (10%)

An important requirement is your active participation in class discussions. Strong participation can be built only on the bases of devoted preparation for the class. Please, be prepared for each class having read the required reading assignments as your 'to the point' participation would significantly increase your final grade. Basically, for each reading you should be able to:

- Understand the main concepts, theories and key terms of the chapter
- Relate the theoretical knowledge to real-life situations
- Come up with own examples of the concepts discussed in chapter

C. Presentation (10%)

For this assignment you are expected to make a presentation on a very narrow issue relevant to the topic that you have chosen during the first class of the course. In the case when student's presentation covers a lot of different issues and duplicates any information discussed during the lecture, the presenter automatically receives 0 points. In order to avoid such situation please, inform me about the issue that you have chosen at least one week before your presentation.

Grading criteria for material presentation are the following (2 point each):

- Interesting, relevant and maximal exposition of the topic
- Visual aids appropriate for the presentation (power point, handouts, video)
- Delivery within an assigned time (15 minutes)
- Ability to provoke active critical discussion by addressing min 2 questions to the audience
- Ability to answer relevant questions

D. Tips for effective manager (20%)

This is a collective project and the final result of this assignment will be the collection of tips for managers which may be used to improve different aspects of managerial work. The assignment will be conducted by a group of two or three students. Each group will choose one topic listed below, come up with tips for a manager on this particular topic and make an in-class presentation of the project. The reports on the procedure, analysis and results of the research should be submitted individually. More detailed guidelines on procedure, deadlines and criteria for the project will be provided later.

Topics for the tips:

- ✓ Tips on effective communication
- ✓ Tips on conflict resolution
- ✓ Tips on negotiation
- ✓ Tips on stress management
- ✓ Tips on time management
- ✓ Tips on decision making
- ✓ Tips on career management

E. Study portfolio (10%)

The purpose of this assignment is to make students familiar with different psychological tests used in managerial psychology. Students may fill out the tests themselves or ask another person to fill them out, then analyze the results and make the conclusion about the potential of the person to become a good manager. The final result of this assignment will be a folder which will include the following documents:

1. Hard copies of the tests that were posted on the website of the course + blank or notes with answers to the questions and interpretation of results

2. Essay that will sum up the results of all tests with the conclusion about the potential of the person to become a good leader, description of strength and weaknesses and areas that should be improves in the case if a person becomes a manager.
3. Hard copy of tips for effective manager

F. Final and Midterm Exams (20+20%)

There will be two exams in this course: midterm and final. I will give you a set of questions few weeks before the exam. The exams will be conducted in the form of open-essay questions which will cover home readings and lectures. The final exam is not going to be cumulative: it will cover only the second part of the course.

G. Bonuses

5 % if you show during your presentation video and proves its relevance and importance for your topic.

IV. Grading

- Attendance (10%)
- Participation in discussions (10%)
- Reading presentation (10%)
- Tips for effective manager (20%)
- Study portfolio (10%)
- Mid-term in-class exam (20%)
- Final in-class exam (20%)

A	96-100%	B-	76-80 %	D+	56-60 %
A-	91-95 %	C+	71-75 %	D	51-55 %
B+	86-90 %	C	66-70 %	D-	46-50 %
B	81-85 %	C-	61-65 %	F	0-45 %

VI. Advice for the course:

- **Avoid plagiarism**, carefully read the policy on plagiarism that will be posted on the website of the course. This policy document says: “Papers may appear to be plagiarized if students: occasionally use the words of another scholar without quotation marks and proper reference, with the result that it appears that the words are the student’s own; occasionally use the ideas of another scholar without proper reference; inadequately paraphrase the words or ideas of another scholar; or fail to include the bibliographic citation for all sources used in the process of completing the assignment”. In the case of plagiarizing the paper automatically receives F.
- **Take notes during the lecture**
- **Review the course requirements** carefully. This syllabus provides information about the structure, content, organization, and requirements of the course but may change slightly to accommodate unforeseen events. Read it carefully and ask questions if you are confused by any part of it.
- Mark important dates and assignments in your calendars. Late assignments will only be allowed under extraordinary circumstances. **I will not accept late assignments.**
- Please, **keep the track of your points** and grade in this course, so later on you will not be surprise with your final grade.

Tentative Class Schedule¹

Date	Topic	Presentation
Jan. 11	Course introduction	
Jan 14 (lecture), Jan 18 (seminar)	Introduction to MP	
Jan 21. (lecture), 25 (seminar)	Personality of a manager	
Jan 28 (lecture), Feb 1 (seminar)	Communication in the workplace	
Feb 4 (lecture), 8 (seminar)	Effective communication of a manager	
Feb. 11 (lecture), 15 (seminar)	Conflicts in the workplace	
Feb. 18 (lecture), 22 (seminar)	Corporate culture	
Feb.25 (lecture), Mar. 1 (seminar)	Organizational climate	
Mar.4 (lecture) Mar. 8 (seminar)	Decision making	
Mar. 11	Midterm exam	
March 15-19	Break	
Mar. 22 (no class) Mar. 25 (seminar)	Cross-cultural management	
Mar. 29 (seminar)	The health of the manager	
Apr. 1 (lecture), 5(seminar)	Negotiation	
Apr. 8 (lecture), 12 (seminar)	Working conditions	
Apr. 15 (lecture), 19 (seminar),	Legal issues	
Apr. 22 (lecture), 26 (seminar)	Careers and Careers management	
Apr.29	Presentation of Tips for managers	
May 6	Final Exam	

¹ The topics of the course are subject to change in accordance with students' demands.