MIS 5687-702 and 703 Business Skills for ITACS Professionals
Fall 2020

Instructor

Orlando Barone
Office: Online via Zoom
Office Hours: via *Zoom Meeting* by appointment
Email: *tug33319@temple.edu*
e-profile: *http://community.mis.temple.edu/Your-e-Profile or Linked In*

Class Format: Online. An invitation will be sent by email to each participant during the week prior to each class.

Class Meetings 5687-702 (CRN 44592): Friday from 8 AM to 5:00 PM
- Class 1: September 11
- Class 2: October 9
- Class 3: November 6

Class Meetings 5687-703 (CRN 44593): Friday from 8 AM to 5:00 PM
- Class 1: September 11
- Class 2: October 16
- Class 3: November 13

Where: *Zoom Meeting*

Website: *fill in URL of MIS Community Site*

Course Description

In this course you will increase the business and interpersonal skills necessary to be a competent and successful ITACS Professional. Those skills will include presenting, networking, self-awareness in group settings, emotional intelligence, interviewing, and leadership.

Course Objectives

1. Develop and practice managerial communications and public speaking skills
2. Increase competency in job Interviewing and networking
3. Learn and practice techniques of negotiation and influencing
4. Identify behavioral science skills related to effectiveness as an ITACS Professional
5. Enhance leadership and team building skills
6. Understand and improve self-awareness and Emotional Intelligence
7. Engage in leadership development

Credit Hours: 1.5

Required Reading & Materials *(Provide a table or list of Materials, below is an example table)*

Type/Source	Name (indicate if required or optional and add embedded URLs to the material as appropriate)
Textbook(s)	Barone & Tellis, *Your Voice Is Your Business* (Plural Publishing) 2015
Other Readings	Assigned for each class: articles and essays
Videos	Assigned for each class

Schedule of Topics, Cases, Activities, and Assignments with Due dates
Course Schedule
Subject to change at the discretion of the Professors

Session	Topic	Cases For Discussion	In-Class Activity	Assignment Due
1	Course Introduction Review Syllabus Leadership Perspective · Self Awareness: self control, self-efficacy, unconscious bias · Situational Awareness: selective attention, perceptions, attribution errors · Social Awareness: empathy, attending, mirror neurons The Job Search · Developing the professional resume · Conducting the successful job interview	Demo Videos, Guest Presenter, Ryan Luzak job interview Resume do's and don'ts	Projects and Process	Resume *Your Voice Is Your Business,* Chapters 6, 10 View video

2	Interpersonal Effectiveness
	· Self Insight
	    Listening
	    Presenting Yourself
	    Keys to Communication
		Videos illustrating levels of awareness
		Your Voice Is Your Business, Chapters 1, 4, 5
		Articles
			Myers-Briggs Type Indicator Becoming aware Individual Analyses	Essay

			Small Group exercises	
3	Negotiation & Conflict Strategies 1. Content vs. Process 2. From Conflict to Consensus 3. Mind Mapping: The Perception Matrix 4. Alignment of Interests 5. Levels of Influence 6. Credibility: Your Chief Asset	Videos, case studies *Your Voice Is Your Business,* Chapters 7, 8, 9.	Mind mapping 5 conflict strategies Thomas Kilmann Conflict Instrument	View videos Essay

* This class is conducted by a guest lecturer. The time slot for this session could change depending on the availability of the guest.

Participation

Much of your learning will occur as you prepare for and participate in discussions and activities relative to the course material. The assignments and readings have been carefully chosen to bring the real world and your role as an ITACS Professional into class activities.

To encourage engagement and performance on tests, 50% of the course grade is earned by preparing before class, performing on tests and quizzes, and discussing the topics and participating in activities between and in class. Evaluation is based on consistently demonstrating your engagement with the material. Assessment is based on what you contribute and demonstrate, not simply what you know.

1) **Preparation before class**. The assumption is that you will prepare by doing the assignments, readings and viewing the assigned videos.

2) **Participation during class**. There will be many opportunities to work alone and in teams to present to the group, on a variety of topics including the readings, and case studies.

    Another important aspect of in-class participation is completion of in-class assignments and contribution to break-out and group sessions.

3) **Reading and Listening Assignments.** There will be reading/viewing assignments that will include books, articles and videos. The discussions around these communication pieces will either be written, on the Temple Blog or in-group presentations. Assignments are always expected to be done in a thorough and competent manner before the start of class session.

4)   Guest Speakers
There will be guest speakers who will talk about their real world experience and share relevant skills for ITACS Professionals. Professional courtesy demands that you be present on time with video on. Speakers prefer an interactive, engaged environment.

Exams

Exams are incorporated into class participation scores. Quizzes may be administered at any time. You are required to report on results of assignments and will be accountable for the clarity and thoroughness of your reports. Each student will deliver presentations to the class and will be evaluated based on consistent criteria of effectiveness.

Absence Policy

You are responsible to be present and active online for the entire class period on each of the 8 sessions.

- Participation in class is 50% of the total grade, and one absence constitutes one-eighth of the entire course. Should you miss a class, even for a legitimate reason, **the instructor has the option to reduce the highest final grade that you can attain from A to A-.**
- If you are granted permission by the instructor to miss a class, you will be given a make-up assignment that must be submitted prior to the class that follows the one missed. **If you skip an assignment, an additional 10 points will be subtracted from your final grade in the course.**
- Plan ahead and back up your work. *Equipment failure is not an acceptable reason for turning in an assignment late.*

Quizzes

Quizzes covering assignments may be administered at any time. Grades will comprise part of student evaluation and grading.

Evaluation and Grading

Item	Weight
Assignments	25
Participation	50
Team Projects	10
Exams/quizzes	15
…	
	100%

Grading Scale			
94 – 100	A	73 – 76	C
90 – 93	A-	70 – 72	C-
87 – 89	B+	67 – 69	D+
83 – 86	B	63 – 66	D
80 – 82	B-	60 – 62	D-
77 – 79	C+	Below 60	F

Grading Criteria

The following are the criteria used for evaluating assignments. You can roughly translate a letter grade as the midpoint in the scale (for example, an A- equates to a 91.5).

Criteria	Grade
The assignment consistently exceeds expectations. It demonstrates originality of thought and creativity throughout. Beyond completing all of the required elements, new concepts and ideas are detailed that transcend general discussions along similar topic areas. There are no mechanical, grammatical, or organization issues that detract from the ideas.	A- or A
The assignment consistently meets expectations. It contains all the information prescribed for the assignment and demonstrates a command of the subject matter. There is sufficient detail to cover the subject completely but not too much as to be distracting. There may be some procedural issues, such as grammar or organizational challenges, but these do not significantly detract from the intended assignment goals.	B-, B, B+
The assignment fails to consistently meet expectations. That is, the assignment is complete but contains problems that detract from the intended goals. These issues may be relating to content detail, be grammatical, or be a general lack of clarity. Other problems might include not fully following assignment directions.	C-, C, C+
The assignment constantly fails to meet expectations. It is incomplete or in some other way consistently fails to demonstrate a firm grasp of the assigned material.	Below C-

Late Assignment Policy

An assignment is considered late if it is turned in after the assignment deadlines stated above. No late assignments will be accepted without penalty unless arrangements for validated unusual or unforeseen situations have been made.

- The exercise assignments will be assessed **a 50% penalty** if they are late. No credit is given for late participation assignments including required posts of comments and In the News articles.
- You must submit all assignments, even if no credit is given. **If you skip an assignment, an additional 10 points will be subtracted from your final grade in the course.**
- Plan ahead and backup your work. *Equipment failure is not an acceptable reason for turning in an assignment late.*

University Policies

TEMPLE AND COVID-19
Temple University's motto is *Perseverance Conquers*, and we will meet the challenges of the COVID pandemic with flexibility and resilience. The university has made plans for multiple eventualities. Working together as a community to deliver a meaningful learning experience is a responsibility we all share: we're in this together so we can be together.

Attendance Protocol and Your Health
Instructors are required to ensure that attendance is recorded for each in-person or synchronous class session. The primary reason for documentation of attendance is to facilitate contact tracing, so that if a student or instructor with whom you have had close contact tests positive for COVID-19, the university can contact you. Recording of attendance will also provide an opportunity for outreach from student services and/or academic support units to support students should they become ill. Faculty and students agree to act in good faith and work with mutual flexibility. The expectation is that students will be honest in representing class attendance.

Video Recording and Sharing Policy
Any recordings permitted in this class can only be used for the student's personal educational use. Students are not permitted to copy, publish, or redistribute audio or video recordings of any portion of the class session to individuals who are not students in the course or academic program without the express permission of the faculty member and of any students who are recorded. Distribution without permission may be a violation of educational privacy law, known as FERPA as well as certain copyright laws. Any recordings made by the instructor or university of this course are the property of Temple University. Any unauthorized redistribution of video content is subject to review by the Dean's office, and the University Disciplinary Committee. Penalties can include receiving an F in the course and possible expulsion from the university. This includes but is not limited to: assignment video submissions, faculty recorded lectures or reviews, class meetings (live or recorded), breakout session meetings, and more.

Code of Conduct Statement for Online Classes Online Behavior
Students are expected to be respectful of one another and the instructor in online discussions. The goal is to foster a safe learning environment where students feel comfortable in discussing concepts and in applying them in class. If for any reason your behavior is viewed as disruptive to the class, you will be asked to leave and you will be marked absent from that class. Please read the university policy concerning disruptive behavior:

> *The disruptive student is one who persistently makes inordinate demands for time and attention from faculty and staff, habitually interferes with the learning environment by disruptive verbal or behavioral expressions, verbally threatens or abuses college personnel, willfully damages college property, misuses drugs or alcohol on college premises, or physically threatens or assaults others. The result is the disruption of academic, administrative, social, or recreational activities on campus.*

Online Classroom Etiquette
The expectation is that students attending online courses will behave in the same manner as

if they were in a live classroom. Be courteous and professional in your location, attire and behavior. Specifically, your location should reflect a clean and professional appearance - not a bedroom, crowded conference room, loud restaurant/bar, etc. Your attire should mirror what you might wear to a live classroom. We expect that students will not disrupt class through visuals or verbal outbursts, such as but not limited to, conversations with other people in the room, engaging in inappropriate behavior while you are in class or distracting the class in any other way. In addition, students should refrain from doing something in their online class that they would not do in a live classroom. which includes eating large meals, drinking alcohol, vaping, getting up often and leaving the online class (not staying at their computer). You should arrive on time and leave when the class is over. If there is an emergency of some kind, notify your faculty member via email or the chat function in Zoom.

Online exam proctoring
Proctorio or a similar proctoring tool may be used to proctor exams or quizzes in this course. These tools verify your identity and record online actions and surroundings. It is your responsibility to have the necessary government or school issued ID, a laptop or desktop computer with a reliable internet connection, the Google Chrome and Proctorio extension, a webcam/built-in camera and microphone, and system requirements for using Proctorio or a similar proctoring tool. Before the exam begins, the proctor may require a scan of the room in which you are taking the exam.

Student and Faculty Academic Rights & Responsibilities
Freedom to teach and freedom to learn are inseparable facets of academic freedom. The University has a policy on Student and Faculty Academic Rights and Responsibilities (Policy #03.70.02) which can be accessed at policies.temple.edu.

Inclement Weather Policy
Please be advised that while Temple University campuses may close for inclement weather, online courses are not on-campus and therefore are still expected to meet. Your instructor will contact you regarding any adjustments needed in the event of a power outage or severe circumstances. Should you have any questions, please contact the professor.

Academic Honesty
Learning is both an individual and a cooperative undertaking. Asking for and giving help freely in all *appropriate* setting helps you to learn. **You should represent only your own work as your own.** *Personal integrity* is the basis for intellectual and academic integrity. Academic integrity is the basis for academic freedom and the University's position of influence and trust in our society. University and school rules and standards define and prohibit "academic misconduct" by all members of the academic community including students. You are asked and expected to be familiar with these standards and to abide by them. A link to Temple's Policy on Academic Dishonesty can be found at the following link: https://grad.temple.edu/resources/policies-procedures

Disability Statement
Any student who has a need for accommodations based on the impact of a documented disability or medical condition should contact Disability Resources and Services (DRS) in 100 Ritter Annex (drs@temple.edu; 215-204-1280) to request accommodations and learn

more about the resources available to you. If you have a DRS accommodation letter to share with me, or you would like to discuss your accommodations, please contact me as soon as practical. I will work with you and with DRS to coordinate reasonable accommodations for all students with documented disabilities. All discussions related to your accommodations will be confidential.

Temple University's Technology Usage Policy

This site includes information on unauthorized access, disclosure of passwords, and sharing of accounts. https://secretary.temple.edu/sites/secretary/files/policies/04.71.11.pdf