

BUS 279 – Performance Management

3 credits, 16 weeks, 3 hours lecture

In general terms, this course reviews strategies for optimizing employee performance and behaviour in the workplace. Topics include: goal-setting theory; determination of performance criteria; qualitative and quantitative appraisal techniques; disciplinary procedures.

Prerequisite: BUS 271 or permission of the Program Chair

Instructor

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Hours of Instruction

Wednesday, 6:30 – 9:30 PM, Syncrude Centre, Room S205

Office Hours

Tuesday 1:00 – 1:50 PM
Wednesday 11:00 – 11:50 AM, 3:00 – 3:50 PM
Thursday 11:00 – 11:50 AM, 2:00 – 2:50 PM

Required Resources

Performance Management 3rd Edition, Herman Aguinis, ISBN-10: 0-13-255638-3

Course Outcomes

At the conclusion of this course, the students will be able to work independently as well as in a team to:

- Define performance management and understand the six steps used to implement a performance management system
- Explain the importance of having a strategically aligned performance management system
- Determine an appropriate performance measurement approach
- Identify uses, characteristics, and structure of an effective performance management appraisal system
- Describe the benefits and importance of having a developmental plan as part of the performance management system
- Detail the key skills supervisors require to effectively manage their employees' performance
- Discuss the importance of coaching for improving present and future performance
- Identify performance based incentives and rewards
- Identify characteristics of a legally sound performance management system
- Design and implement an appropriate performance management system that includes team performance components

Evaluation

Active Learning	10%
Assignments (2 @ 15% each)	30%
Midterm Examination	30%
Final Examination	30%

The minimum standard for passing this course is a grade of D (50%).

Grading System

Descriptor	Alpha Grade	4.0 Scale	Percent
Excellent	A+	4.0	> 93.9
	A	4.0	87 - 93.9
	A-	3.7	80 - 86.9
Good	B+	3.3	77 - 79.9
	B	3.0	74 - 76.9
	B-	2.7	70 - 73.9
Satisfactory	C+	2.3	67 - 69.9
	C	2.0	64 - 66.9
Progression	C-	1.7	60 - 63.9
Poor	D+	1.3	57 - 59.9
Min Pass	D	1.0	50 - 56.9
Failure	F	0.0	< 50

- **ACTIVE LEARNING:** Students will lose 5% from their attendance grade for every class missed; however, each student is entitled to one absence without penalty. Students who miss three (3) or more classes will receive 0% for their Active Learning component.
- Late Assignments will not be accepted and will receive a score of 0%.
- **Students will refrain from using mobile devices in class. Students who choose to do so during class will be asked to leave.**

Performance Requirements

Student Attendance

Class attendance maximizes a students' learning experience. In addition, attending class is a good way to keep informed of matters relating the administration of the course (e.g., the timing of assignments and exams). Ultimately, you are responsible for your own learning and performance in this course. **Students are expected to arrive on time and to stay for the duration of the class.** Please refer to page 32 of the Credit Calendar.

It is the responsibility of each student to be prepared for all classes. Students who miss classes are responsible for the material covered in those classes and for ensuring that they are prepared for the next class, including the completion of any assignments and/or notes that may be due.

Accommodation for Students with Disabilities

The College will provide reasonable accommodation to students with disabilities in order to promote academic success. If you require accommodation, contact the Learner Assistance Program Office at 780-792-5608 to initiate the process for documenting, assessing and implementing your individual accommodation needs. In addition, tutoring services are available at the SKILL Centre (Room 119).

Proposed Schedule

WEEK	WEEK OF	TOPIC	CHAPTERS / SECTIONS
1	Jan. 6	Performance Management and the Reward System in Context	1
2	Jan. 13	Performance Management Process	2
3	Jan. 20	Performance Management and Strategic Planning	3
4	Jan. 27	Defining Performance and Choosing a Measurement Approach	4
5	Feb. 3	Measuring Results and Behaviours	5
6	Feb. 10	Gathering Performance Information Assignment #1 Due: Feb 12	6
7	Feb. 17	Midterm Exam (30%), Ch# 1-5	
8	Feb. 24	NO CLASS - READING WEEK	
9	March 3	Implementing a Performance Measurement System	7
10	March 10	Performance Management and Employee Development	8
11	March 17	Performance Management Skills	9
12	March 24	Reward Systems and Legal Issues	10
13	March 31	Managing Team Performance	11
14	April 7	<i>Group Work: Project Prep</i>	
15	April 14	Project Presentations Exam Review	
16	April 21	FINAL EXAM (30%), Ch# 6-11, TBA	