

University of North Texas at Dallas
Fall 2012
SYLLABUS

MGMT 4660: International Management

3Hrs

Division of Urban and Professional Studies
Department of Management

Instructor Name: *Dr. Banu Goktan*
Office Location: *Bldg. #2 334*
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Office Hours: Mon. 9:30am – 11:30am; 1:00pm – 2:00pm
Wed. 8:30am - 11:30am; 1:00pm - 2:00pm
Tue. 5:00pm – 7:00pm

Classroom Location: *DAL 2 336*
Class Meeting Days & Times: *MoWe 11:30AM - 12:50PM*

Course Catalog Description: A comprehensive framework is used to study the management of multinational operations in cross-cultural environments with a focus on the decisions that managers must make. Topics include strategic planning, organization, human resources, operations management, entrepreneurship and ethics.

Prerequisites: None
Co-requisites: None

Required Text: Cullen, J.B. & Parboteeah, K. P. (2010). *Multinational Management*, 5th ed. ISBN-13: 978-1439080658

Recommended Text and References:

Access to Learning Resources: UNT Dallas Library:
phone: (972) 780-3625;
web: <http://www.unt.edu/unt-dallas/library.htm>
UNT Dallas Bookstore:
phone: (972) 780-3652;
e-mail: 1012mgr@fhcg.follett.com

Course Goals or Overview:

The goal of this course is to teach students an international perspective in business.

Learning Objectives/Outcomes: At the end of this course, the student will

- 1 have an overview of management in a multinational organization.
- 2 gain a better understanding of the impact of culture and diversity of environments on traditional management functions: planning, organizing, directing/staffing and controlling.
- 3 identify current problems, issues and trends faced by multinational managers.
- 4 gain an understanding of the day-to-day life of a manager working for a multinational organization.
- 5 develop an understanding of the evolution of multinational organizations and the role of management.

Course Outline

This schedule is subject to change by the instructor. Any changes to this schedule will be communicated by Blackboard e-mail.

TOPICS	TIMELINE
Introduction	08/29/12
Labor Day – University Closed	09/03/12
Multinational Management in a Changing World (Chp. 1)	09/05/12
Culture and Multinational Management (Chp. 2) Reading: Cultural Constraints in Management Theories	Week of 09/10/12
Culture Video - Part 1 Culture Video - Part 2	Week of 09/17/12
The Institutional Context of Multinational Management (Chp. 3) Reading: A Cautionary Tale of Emerging Market Giants	Week of 09/24/12
Managing Ethical and Social Responsibility Challenges In Multinational Companies (Chp. 4) Video: India Rising: The New Empire	Week of 10/01/12
EXAM 1 (Chp. 1,2,3,4) Strategic Management in the Multinational Company: Content and Formulation (Chp. 5)	Week of 10/08/12
Multinational and Participation Strategies: Content and Formulation (Chp. 6) Reading: Finding Your Strategy in the New Landscape	Week of 10/15/12
Organizational Design for Multinational Companies (Chp. 8) Reading: Don't integrate Your Acquisition Partner (Presentation Topic Due)	Week of 10/22/12
Organizational Design for Multinational Companies (Chp. 8) Video: Coca Cola	Week of 10/29/12
International Strategic Alliances: Design and Management (Chp. 9) Reading: Operations Management in China	Week of 11/05/12
International Human Resource Management (Chp. 11) HRM in the Local Context: Knowing When And How to Adapt (Chp. 12) Reading: Be a better Manager Live Abroad	Week of 11/12/12
EXAM 2 (Chp. 5,6,8,9) International Negotiation and Cross Cultural Communication (Chp. 13) Motivation in Multinational Companies (Chp. 14)	11/19/12
Presentations Presentations	Week of 11/26/12
Presentations	Week of 12/03/12
Finals Week EXAM 3 (Chp. 11,12,13,14)	Monday Dec. 10, 2012 11 am to 1 pm

Course Evaluation Methods

This course will utilize the following instruments to determine student grades and proficiency of the learning outcomes for the course.

Exams – Students will take the exams on Blackboard in a computer lab on campus. It is the student's responsibility to become proficient at Blackboard.

Exams will consist of multiple choice and essay type questions. You will have 1.5 minutes per question. The exams will be closed book and closed notes.

No makeup examinations will be allowed except for documented emergencies (See Student Handbook).

Extra Credit – 10 points will be added to your course points for attending a World Affairs Council event and writing a 2 page summary of your experience. For example, if your points total 400 for the course and also attend an event and write the report, your total points for the course will be 410.

Quizzes – There will be 5 pop quizzes throughout the semester.

Presentation – Students have been placed in groups. Each group will choose a country, do research about the country and present findings in class. Each team will have 30 minutes for their presentation. Professional attire is required for presentation.

Projects will be evaluated based on the following:

1. Analysis (Breadth and depth of topics covered, linkages among issues, creativity in application and interpretation, relatedness of the material etc.)
2. Research (Research efforts, variety and number of sources (interviews, journal articles, newspapers, online sources, government sources etc.) used, success in applying research to the topic, etc.)
3. Application of course material (Successful use of constructs, frameworks, etc. learned in class in analyzing the topic)
4. Organization and style of presentation (Logical order of topics, clarity, linkages among issues, ability to present the key points, etc.)

Presentation Should Address the Topics Listed Below:

- 1) The impact of globalization on international trade between this country and (a) the world, and (b) the US.
- 2) Discuss this country's cultural characteristics. Use Hofstede's framework to classify the culture in this country and compare it to that in the United States. Draw appropriate and insightful conclusions about the importance of cultural differences on doing business in that country.
- 3) Discuss this country's legal, political and financial system. Also, discuss the status of this country's infrastructure support (e.g. transportation, electricity, communication/information system, etc.).
- 4) Paint a picture of the national economy of this country. Assess which sectors are expected to drive the economy in the next few years. What are your projections (provide data) on the state of this country's economy in the next 5-10 years?
- 5) General presentation of business practices in the country.
Make special notes on those areas where the business practices in this country differ from those in the US. For example:
 - Social and cultural "dos and taboos" for conducting business. (e.g., Cultural stereotypes, regional differences, local customs, communication styles, correspondence, dress and appearance, language, entertainment, socializing, networking, gift-giving, etc.)
 - Religion and gender issues

- Impact of politics, legal and education system
 - Impact of foreign business practices on local industries
 - Business ethics and the underground economy
 - The income distribution spread between rich and poor
 - Negotiating with business executives from that country
- 6) Evaluate the national resources (e.g., natural, financial, and human resources, political legal and educational climates, culture and other social factors, etc.) in relation to how they affect business in the country.
- 7) Identify at least two sectors of the economy that could be the most attractive targets for US companies. What makes these sectors attractive?

Grading Matrix:

Instrument	Value (points or percentages)	Total
Quizzes	5 quizzes at 4 points each	20
Presentation	80 points	80
Exam	3 exams at 100 points each	300
Total:		400

Grade Determination:

- A = 400 – 360 pts; i.e. 90% or better
- B = 320 – 359 pts; i.e. 80 – 89 %
- C = 280 – 319 pts; i.e. 70 – 79 %
- D = 240 – 279 pts; i.e. 60 – 69 %
- F = 239 pts or below; i.e. less than 60%

University Policies and Procedures

Students with Disabilities (ADA Compliance):

The University of North Texas Dallas faculty is committed to complying with the Americans with Disabilities Act (ADA). Students' with documented disabilities are responsible for informing faculty of their needs for reasonable accommodations and providing written authorized documentation. For more information, you may visit the Office of Disability Accommodation/Student Development Office, Suite 115 or call Laura Smith at 972-780-3632.

Student Evaluation of Teaching Effectiveness Policy:

The Student Evaluation of Teaching Effectiveness (SETE) is a requirement for all organized classes at UNT. This short survey will be made available to you at the end of the semester, providing you a chance to comment on how this class is taught. I am very interested in the feedback I get from students, as I work to continually improve my teaching. I consider the SETE to be an important part of your participation in this class.

Assignment Policy:

There will be an online quiz associated with each article and video. Articles and quizzes will be available on WebCt at the beginning of the semester. Quizzes will be due on Wednesday each week at noon. If you miss the noon deadline, you will get a 0 for the quiz. This course requires WebCt knowledge.

Exam Policy:

No makeup examinations will allowed except for documented emergencies (See Student Handbook).

Academic Integrity:

Academic integrity is a hallmark of higher education. You are expected to abide by the University's code of conduct and Academic Dishonesty policy. Any person suspected of academic dishonesty (i.e., cheating or plagiarism) will be handled in accordance with the University's policies and procedures. Refer to the Student Code of Conduct at http://www.unt.edu/csrr/student_conduct/index.html for complete provisions of this code.

Bad Weather Policy:

On those days that present severe weather and driving conditions, a decision may be made to close the campus. In case of inclement weather, call UNT Dallas Campuses main voicemail number (972) 780-3600 or search postings on the campus website www.unt.edu/dallas. Students are encouraged to update their Eagle Alert contact information, so they will receive this information automatically.

Attendance and Participation Policy:

The University attendance policy is in effect for this course. Class attendance and participation is expected because the class is designed as a shared learning experience and because essential information not in the textbook will be discussed in class. The dynamic and intensive nature of this course makes it impossible for students to make-up or to receive credit for missed classes. Attendance and participation in all class meetings is essential to the integration of course material and your ability to demonstrate proficiency. Students are responsible to notify the instructor if they are missing class and for what reason. Students are also responsible to make up any work covered in class. It is recommended that each student coordinate with a student colleague to obtain a copy of the class notes, if they are absent.

Diversity/Tolerance Policy:

Students are encouraged to contribute their perspectives and insights to class discussions. However, offensive & inappropriate language (swearing) and remarks offensive to others of particular nationalities, ethnic groups, sexual preferences, religious groups, genders, or other ascribed statuses will not be tolerated. Disruptions which violate the Code of Student Conduct will be referred to the Center for Student Rights and Responsibilities as the instructor deems appropriate.

Other Policies:

Students are expected to use proper written and oral communication.

e-mail: Please follow the guidelines listed below:

- Give message a subject/title
- Start the message with a greeting. (ex. Dear Dr. Goktan)

- Make sure your message is clear and free of spelling and grammar mistakes
- Make sure your message has an ending (ex. Sincerely, regards, best wishes)
- Include your name at the end of the message. If you are sending an e-mail to banu.goktan@unt.edu, include the course and section number for the course as well.

Communication: Preferred method of communication for this course is Blackboard e-mail. I check my Blackboard e-mail at least once a day during the week and at least once during the weekend. If it is an urgent issue, send a copy of your e-mail to banu.goktan@unt.edu.

Readings: Students are required to bring their own copies of articles to class on both days each week there is a reading assignment.