

Course Syllabus – Business Management

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Class Times: Thursdays, times vary

Location: Valencia Classrooms

Course Description: This course will cover the opportunities and challenges of supervising employees and tasks along with balancing organizational requirements with interpersonal abilities. The focus will be on both business needs and skillful interaction between customers/guests and employees. Modules will start with skills for individual employees (new hires) and progress through communication and presentation skills and ending with supervising others. The format will be highly interactive, utilizing the same training material currently used by various companies, government agencies and nonprofit organizations. Topics include attitude, customer service, managing self/employee problems, cultural awareness, managing teams, presentation skills, making effective decisions, and supervisory skills.

Class Schedule

Class 1 **Developing Elevator Pitch**

- How to present yourself with poise and confidence.

Class 2 **Building Productive Relationships with DiSC**

- Understanding DiSC and behavioral styles.
- Understanding different behavioral styles of people.
- Learning how to handle behavioral styles that are different from our own.

Class 3 **Getting Started with the Right Attitude**

- Developing a professional image.
- Personal branding and its importance.
- Understanding attitude “bugs”.
- Planning to be positive and successful in your role.

Class 4 **Customer Service**

- Defining positive guest/customer interactions.
- Defining the components of the Fantastic Service Equation (FSE) Model.
- Engaging yourself and your team in outstanding service.
- Understand how employee engagement can improve service.

Class 5 **Review And Test**

- Test: Relationships, Attitude, Customer Service

Class 6 **Business Communication**

- Everything is related.

- Guidelines for business communication.
- Seeing the big picture.

Class 7

Managing Me

- Understanding the 5-Core Aspects of Self-Awareness.
- Learn how to manage ourselves both personally and professionally.
- Managing others starts with managing you.

Class 8

Professional Presentation

- Creating professional presentations.
- Understanding your audience.
- Parts of a presentation.
- The Power of Storytelling.

Class 9

Review and Test

- Test: Business Communication Managing Me, Professional Presentations

Class 10

Managing Team Dynamics

- Understanding the stages of team development using the Tuckman Model.
- Defining team processes and their effective skills.
- Alleviating team conflicts by building rapport and respect.
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Class 11

Effective Decision-Making

- Understanding how behaviors and personalities affect decision making.
- Interpersonal techniques that influence better decision making.
- Decision making personalities and what identifies them.
- Brainstorming and decision making.

Class 12

Supervisory Skills

- Characteristics and skills of supervisors.
- Understanding leadership behaviors.
- The 3 Theories of Leadership.
- Reviewing Kirkpatrick's Employee Development Model.

Class 13

Review and Test

- Test: Team Dynamics, Decision Making and Supervisory Skills

Rotation 2

Diversity and Inclusion (Japan- Gio)

Rotation 2

7 Great Challenges (Japan- Gio)

Methodology:

The class will utilize learning seminars created for Fortune 500 companies as a basis. Students will participate in case studies, role-playing, class discussion, teaming activities, and simulations, as well as provide their own input from research. Students will be required to give short, professional presentations. Video, recent news, and other resources will also be utilized. Students will be tested every three or four modules for general understanding of concepts and models.

Grading Standard:

A = 100-90

B = 89-80

C = 79-70

D = 69-60

F = 59-0

Student Evaluation:

80% = Test 1,2, &3

20% = Attendance

Total:100 %

Students must obtain a "D" or better to pass this course.

Student Learning Outcomes:

Students will be able to:

- Identify the terms for human psychology and instinctual reaction, which may either foster or impede professionalism, effective communication, and customer service.
- Identify methods for correcting negative behavior and attitudes in themselves and possible future employees.
- Define a structure for positive business interpersonal and positive working relationships for themselves, peers, supervisors, subordinates, and customers/clients.
- Ascertain methods for managing customer service, personnel conflicts, and employee management problems, as well as generating possible solutions.
- Delineate methods to increase employee engagement through diverse initiatives and supervisory practices.
- Describe the methods for creating and delivering professional business presentations.
- Identify steps in successfully taking on new supervisory experiences, such as team formation and decision making.

Module Tests:

There will be three tests throughout the course, which will be averaged to determine the Module Tests portion of the grade. The material covered on each test will be reviewed prior to the test.

Attendance Policy:

- Timestamp, initials and roll call
- Roll call will be taken 5 minutes after the scheduled start of class. Anyone who is not present during the roll call is considered late.
- You will be required to attend every class. An excused absence is only permitted with a doctor's note.
- No more than 2 unexcused absences

- 1 unexcused absence = Academic Warning 1
- 2 unexcused absences = Academic Warning 2
- 3 unexcused absences = termination from the program
- Talk to your instructor if you will be absent. Communication is KEY!
- Late Policy
 - 5 or more min=1 TARDY
 - 4 TARDY= 1 Absence
 - Tardies are counted at the beginning of class and after the break

Academic Integrity

All forms of academic dishonesty are prohibited at Valencia College. Academic dishonesty includes, but is not limited to, acts or attempted acts of plagiarism, cheating, furnishing false information, forgery, alteration or misuse of documents, misconduct during a testing situation, facilitating academic dishonesty, and misuse of identification with intent to defraud or deceive.

Students may be subject to both the Student Code of Conduct and academic sanctions as determined in the academic judgment of the professor in cases where there is a combination of alleged violations of academic and non-academic regulations.

Any student determined by the professor to have been responsible for engaging in an act of academic dishonesty shall be subject to a range of academic penalties (apart from any sanctions that may be imposed pursuant to the Code) as determined by the professor which may include, but not be limited to, one or more of the following: loss of credit for an assignment, examination, or project; a reduction in the course grade; or a grade of "F" in the course.

Unauthorized use of ChatGPT is considered cheating and/or plagiarism according to [Valencia's Academic Dishonesty Policy](#), which states "All work submitted by students is expected to be the result of the students' individual thoughts, research, and self-expression. Whenever a student uses ideas, wording, or organization from another source, the source shall be appropriately acknowledged."

Classroom Policies:

- Mobile phones must be silent while in class and **put away**. Cell phone etiquette is mandatory and improper use may affect your grade.
- No ELECTRONICS used during class (Cell phones/Laptops/iPads). The use of electronics for translations is up to the discretion of your instructor.
- Respect for others in the class is mandatory. Please use only appropriate language in class.
- Don't leave class early unless you have asked for permission first.
- Do not talk while the professor is lecturing or when other students are speaking.
- Ask questions when something does not make sense.
- If you do not want to ask during the lecture, see your professor after class.
- Attendance is Required
- Be Prepared- Bring your workbook and writing materials to every class.
- Be well-rested and alert. Be prepared to contribute to the class. **Attentiveness is required. No sleeping in class, please!**
- Online class expectations. Zoom links found via Canvas:
 - Camera on the entire class
 - Attendance and participation is expected!