

Disney Human Resource Management Course

Contact: College Program Education
Suite #703, Vista Way
P.O. Box 10000
Lake Buena Vista, FL 32830

Tel: (407) 827-1244
Fax: (407) 560-8899

THE DISNEY HUMAN RESOURCE MANAGEMENT COURSE FOCUS

(44 contact hours)

Credit Recommendation: In the lower division baccalaureate/associate or upper division baccalaureate degree category, this course has been recommended by the American Council on Education for three semester hours in Human Resource Management. (2/00) (1/03) (12/05) (8/08) (4/11)

The Disney Human Resource Management Course explores the human resource management function in a corporate setting and focuses on the development of knowledge and skills that all managers and leaders need. The course will focus on such subjects as the selection process, employment law, labor relations, compensation, performance development, corporate training and maintaining effective environments. The classes are designed to familiarize participants with current human resource practices and laws that apply to their careers regardless of their field. Class content is delivered through lectures, group discussion, learning activities, and case studies.

THE DISNEY HUMAN RESOURCE MANAGEMENT COURSE OBJECTIVES

- Examine current people management laws, practices, ethics and globalization in the areas of the selection process, employment law, labor relations, compensation, performance development, corporate training and maintaining effective environments
- Explore guidelines and processes around conducting effective interviews
- Outline current laws impacting human resource compliance, employment and labor relations
- Discuss theory and practice of compensation, employee benefits, performance development and retention
- Explore learning theories and effective corporate training techniques
- Discuss the impact of effective environments and techniques to maintain a healthy working atmosphere
- Apply human resource skills to complete case study assignments and participation in class discussions

THE DISNEY HUMAN RESOURCE MANAGEMENT COURSE REQUIREMENTS

ATTENDANCE:

Attendance is required for all of **The Disney Human Resource Management Course** classes. This is an interactive course that requires each participant's involvement. All students will be allowed two absences with or without excuse (student does *not* need to call instructor), however any absences will affect the participant's final grade. On the third absence **the student will automatically be dropped from the course.**

REQUIRED READINGS AND MATERIALS:

DeCenzo, David A. and Robbins, Stephen P. (2010). Fundamentals of Human Resource Management, Tenth Edition. New York: John Wiley and Sons, Inc. (ISBN 978-0-470-16968-1)

ASSESSMENTS: Participants will take one objective exam at the conclusion of the course. It will be a multiple-choice response evaluation to assess participant understanding of course material, including in-class instruction and textbook material.

COURSE ASSIGNMENTS:

Article Review - Choose an article on an HRM topic from selected websites provided by the instructor. Research current theory and/or practices in HRM to support your findings and recommendation. Complete assignment summarizing your findings. Knowledge gained will be used to enhance class lectures and discussions.

Case Study Analysis – Analyze information presented in case studies that will be given out in class. Determine the central HRM issues using critical thinking and deductive reasoning skills. Select pertinent problem areas, determine their relative importance and make a recommendation. Complete in-class assignments relating to each specific case study. Knowledge gained will be used to increase personal effectiveness in a team environment.

Research Five Global Companies - that are leaders in attracting, hiring, training, motivating and maintaining employee globally.

GRADING POLICY

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| Research Five Global Companies..... | 05% |
| In-Class Case Studies (3)..... | 30% |
| Article Reviews (2)..... | 30% |
| Final Exam | 15% |
| Class Participation..... | 10% |
| Attendance | 10% |

The Disney Human Resource Management Course is a pass / fail course. In order to earn a passing grade, you must receive an overall score of 70%.

| Class Meeting | Learning Objectives | Assignments to be Completed Prior to Class |
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| 1. Fundamentals of HR Management (4 hours) | <ul style="list-style-type: none"> • Describe what is meant by Human Resource Management (HRM). • Describe the importance of HRM to an organization. • Discuss how changes in technology, work-force diversity, and skill requirements affect human resource management. • Identify the four external influences affecting human resource management • Characterize how government legislation, Labor unions, and management practices affect HRM. • Describe the goals, components and major activities within HRM. | <ul style="list-style-type: none"> • Read DeCenzo & Robbins, Chapter 1: Strategic Implications of a Dynamic HRM Environment (pp. 2-26) • Read DeCenzo & Robbins, Chapter 2: Fundamentals of HRM (pp. 28-54) |
| 2. Global View of Human Resources (4 hours) | <ul style="list-style-type: none"> • Describe the internationalization of business • Describe the reasons for the internationalization of businesses • Describe the global role of the HRM professional • Describe the increased responsibilities of HRM • Discuss comparative aspects of international laws • Describe the role of ethics in international HRM • Discuss the global impact on the staffing and selection process • Discuss the training and preparation of international assignees • Discuss the most commonly used system for expatriate compensation | <ul style="list-style-type: none"> • Read DeCenzo & Robbins: <ul style="list-style-type: none"> ○ Chapter 1: Strategic Implications of a Dynamic HRM Environment (pp. 4-5) ○ Chapter 2: HRM in a Global Environment (p. 48) ○ Chapter 3: Equal Employment Opportunity (pp. 78-79) ○ Chapter 6: Recruiting (p.146-147) ○ Chapter 7: Fundamentals of Selection (pp. 175) ○ Chapter 10: Establishing the Performance Management System (pp. 253-254) ○ Chapter 11: Establishing Rewards and Pay Plans (pp. 279-280) • Chapter 14: Understanding Labor Relations and Collective Bargaining (pp. 360-362) |
| 3. (The Legal Context of HR 4 hours) | <ul style="list-style-type: none"> • Identify groups protected under the Civil Rights Act of 1964, Title VII • Discuss the importance of the Equal Employment Opportunities Act of 1972 • Describe affirmative action plans • Identify the important components of the Americans with Disabilities Act of 1990 • Explain the coverage of the Family Medical Leave Act of 1993 • Discuss how a business can protect itself from discrimination charges • Specify the HRM importance of the Griggs v. Duke Power case | <ul style="list-style-type: none"> • Read DeCenzo & Robbins, Chapter 3: Equal Employment Opportunity (pp. 56-83) |
| 4. Employee Rights & Sexual Harassment (4 hours) | <ul style="list-style-type: none"> • Explain the intent of the Privacy Act of 1974, and its effects on HRM • Discuss the implications of the Drug-Free Workplace Act of 1988 and the pros and cons of employee drug testing • Explain the Polygraph Protection Act of 1988 • Discuss the implications of and exceptions to the employment-at-will doctrine • Define what constitutes sexual harassment in today's organization | <ul style="list-style-type: none"> • Read DeCenzo & Robbins, Chapter 3: Sexual Harassment (pp. 74-75) • Read DeCenzo & Robbins, Chapter 4: Employee Rights and HR Communications (pp. 84-109) |

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| 5. Ethics in HRM & Labor Relations (4 hours) | <ul style="list-style-type: none"> • Define “ethics” and “code of ethics” • Describe what determines whether or not a code of ethics will be effective in an organization • Discuss HRM’s role in ensuring that ethics exist in an organization and are adhered to • Describe the guidelines for making ethical choices • Define what is meant by the term unions • Discuss the effect of Wagner and Taft-Hartley Acts on labor management relations • Describe the components of the collective-bargaining process | <ul style="list-style-type: none"> • Read DeCenzo & Robbins: <ul style="list-style-type: none"> ○ Chapter 1: A look at Ethics (p. 22-23) ○ Chapter 2: HRM and corporate Ethics (pp. 49-50) ○ Chapter 14: Understanding Labor Relations and Collective Bargaining (pp. 340-365) |
| 6. Recruiting & Selection (4 hours) | <ul style="list-style-type: none"> • Define what is meant by the term recruiting • Identify the principal sources involved in recruiting employees • Describe the selection process • Discuss the problems associated with job interviews and means of correcting them • Discuss the use of various types of interview questions | <ul style="list-style-type: none"> • Read DeCenzo & Robbins, Chapter 6: Recruiting (pp. 132-152) • Read DeCenzo & Robbins, Chapter 7: Foundations of Selection (pp. 154-180) |
| 7. Socialization, Orientation, and Development (4 hours) | <ul style="list-style-type: none"> • Define socialization • Identify the three stages of employee socialization • Explain why employee training is important • Define training • Indicate what is meant by the term organizational development and the role of the change agent • Describe the methods and criteria involved in evaluating training programs • Identify how to manage your career more effectively | <ul style="list-style-type: none"> • Read DeCenzo & Robbins, Chapter 8: Socializing, Orienting, and Developing Employees (pp. 182-207) • Read DeCenzo & Robbins, Chapter 9: Managing Careers (pp. 208-228) |
| 8. Benefits & Rewards (4 hours) | <ul style="list-style-type: none"> • Explain various classifications for rewards • Define goal of compensation administration • Discuss job evaluation and approaches • Describe competency and team-based compensation programs • Discuss why employers offer benefits to their employees • Contrast Social Security unemployment compensation and worker’s compensation benefits • Identify and describe insurance options | <ul style="list-style-type: none"> • Read DeCenzo & Robbins, Chapter 11: Establishing Rewards and Pay Plans (pp. 260-284) • Read DeCenzo & Robbins, Chapter 12: Employee Benefits (pp. 286-311) |
| 9. Evaluating Performance (4 hours) | <ul style="list-style-type: none"> • Identify purposes of performance management systems and who is served by them • Describe the two categories of difficulties in Performance Management Systems. • Explain the steps in the appraisal process • Describe the absolute and relative methods of appraising employees • Discuss how management by objectives (MBO) can be used as an appraisal method • Identify ways to make performance management systems more effective | <ul style="list-style-type: none"> • Read DeCenzo & Robbins, Chapter 10: Establishing the Performance Management System (pp. 230-258) |
| 10. Safety & Health (4 hours) | <ul style="list-style-type: none"> • Discuss organizational effect of the Occupational Safety and Health Administration (OSHA) • Identify contemporary areas for which OSHA is setting standards • Describe the following job safety programs that keep company’s costs down and ensure a safe environment: • Explain how an organization can create a healthy worksite • Define stress and causes of burnout | <ul style="list-style-type: none"> • Read DeCenzo & Robbins, Chapter 13: Ensuring a Safe and Healthy Work Environment (pp. 312-339) |

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| 11. Final Exam and Conclusion (4 hours) | <ul style="list-style-type: none"> • Assess learning through objective exam • Final discussion and course conclusion | <ul style="list-style-type: none"> • Prepare for final exam |