Course Description:

Human Resource Management (BUS 153) introduces the functions of personnel/human resource management within an organization. Topics include equal opportunity and the legal environment, recruitment and selection, performance appraisal, employee development, compensation planning, and employee relations. Upon completion, students should be able to anticipate and resolve human resource concerns.

Description of Module:

Working in groups, students will be asked to imagine that they are in charge of selecting an expatriate (employee to work and live abroad) to be the next manager of the firm’s international division. Student groups will research a country of their choice to discover the training that should be provided to the new manager. Student groups should also determine what qualifications to look for when hiring the new manager. Students should also focus on the legal, political and cultural differences facing the manager. Students must answer the following questions:

- What language is spoken and what percentage of people speak English in their selected country?
- How should you greet someone and what gestures, symbols and/or motions are inappropriate and considered rude?
- What is appropriate dining etiquette and seating arrangements?
- What is appropriate attire for men and women? What is appropriate business attire?
- What is the religion of the country and how does it affect business and management?
- How are employees ranked, promoted and recognized?
- What are native attitudes toward work and money? What are common hours or days of work?

Possible countries that students may choose include: Japan, China, India, South Korea, Singapore, Mexico, Indonesia and Saudi Arabia. Findings will be shared in a paper and final presentation given to the class and instructor.

As part of class work, students will be assigned readings from provided articles and will be required to read the chapter on Global Human Resource Management from their text. The following questions will be assigned for completion upon reading the articles and chapter:
What is the typical work week in Hong Kong?
What months would probably be the worst in which to schedule a business trip to Russia? Why?
Explain why you should avoid using slang or idioms even when using English to conduct international business meetings?
What is the best way to schedule meetings that will work well for people across multiple continents?
When working in New Zealand, should you discuss business over a meal? Why or why not?
Starbucks is opening new stores abroad every day, it seems. If you were in charge, would you use expatriate managers or host-country nationals to staff the new facilities? Explain your thinking.
Using your textbook, list and describe the basic steps in training employees who the employer is about to transfer abroad.

Objectives:

1. Students will show an understanding of why many expatriates do not succeed when working overseas and what can be done to improve chances of success for this group of workers/managers.
2. Students should know legal and political issues affecting global human resource management.
3. Students should be able to describe ethical issues involving international human resource policies.
4. Students should comprehend relevant managerial and cultural issues in the global business environment.

Methodology:

Readings: Students will read the Chapter from their text dealing with Global Human Resource Management. Various articles will also be provided. (*See Resources Section)

Lectures: 3 course hours (out of 48) will be devoted to this lesson/project. Instructor will focus on:

- The evolution of global business
- International compensation
- International employee relations
- The issues involved in managing international transfers and labor relations

Presentation: If possible, students should be exposed to a “real world” global management situation from a presentation given by an employee of a multi-national corporation.

Audio-Visual: If possible, relevant DVD (focusing on International HRM) should be shown.
**Evaluation:**

Student groups will be required to turn in a final paper and make a presentation to the instructor and the class discussing their findings which will count for 10% of their final course grade.

**Resources:**

For in-class questions:


For paper/presentation:

http://www.kwintessential.co.uk/culture-vulture.php


www.nationmaster.com/index.php

http://www.pittcc.edu/academics/library/find_articles/

http://www.worldbank.org/