

**Cal Poly State University  
Orfalea College of Business  
Winter 2014**

**Course:** BUS 475 Staffing  
**Instructor:** Professor Chris Zatzick  
**Office:** 03-320  
**Phone:** 756-1301  
**Office Hours:** MW 12-2pm  
**Class Meeting:** MW 2:10 pm to 4 p.m. Bldg. 03-113  
**Required Text:** Heneman & Judge, Staffing Organizations, 7<sup>th</sup> ed. McGraw-Hill  
ISBN:9780073530277

**Course Objectives:**

1. To introduce current theory and practice in the core activity of talent acquisition, development, and management
2. To assist in building foundational knowledge in areas such as HR planning, recruitment, interviewing and selection procedures.
3. To integrate the foundations of HR staffing with current technological, governmental and global challenges facing organizations today.

**Methodology:**

Methods used to achieve course objectives include:

1. Readings and discussion
2. In-class activities
3. Tanglewood Stores Case
4. Mid-term and Final Examinations

**Appraisal:**

Student grades will be based on the following:

Class participation/in-class exercises	50 points
Take home quiz	30 points
Tanglewood Stores Case (group)	120 points
Midterm #1 Exam	100 points
Midterm #2 Exam	<u>100 points</u>
	400 points total

The course is curved such that grades are based on your performance relative to the class as a whole. Effective teamwork and cooperation are essential to do well in the course.

**Teamwork on Tanglewood Stores Case**

Your external consulting team will produce six (6) cogently written case reports to the Staffing Services Manager and VP of HR describing your recommendations, analysis and decisions in each Tanglewood Stores Case. The full text of the case and your assignment are located online at [www.mhhe.com/heneman7e](http://www.mhhe.com/heneman7e). Due dates for each report are noted in the syllabus. Each case is worth 20 points. Team total scores across all cases may be adjusted for individuals, based on team peer evaluations of individual contributions.

**Case Presentations:** For each case, teams will be selected to present their answers to the case. Each member of the team must present some part of the group analysis. Teams should cover the basics of the case and should not read from their reports.

**Case Write-ups:** All groups are responsible for answering the case questions and coming prepared to class for discussion. The write-ups will vary in length depending on the case. Grading will focus on both the content and clarity of the write-ups.

**Class Participation:** You are expected to actively contribute to the class by participating in class exercises and discussions, asking questions to learn about your classmates' viewpoints, and reading applications prior to class. You will also be evaluated on any presentations made in class. Absences from class will affect your participation mark. Finally, participation or failure to participate in teams will influence your participation mark (and potentially your points on specific cases).

**Mid-Term Examinations:** The first midterm examination will consist of multiple choice and/or short answer questions covering the first six assigned chapters in the text (Chs. 1-5, 7). The second midterm examination will consist of multiple choice and/or short answer questions covering the remaining chapters (7 through 14) and will be administered during the regular class period.

#### TENTATIVE COURSE OUTLINE\*

<u>DATE:</u>	<u>TOPIC</u>	<u>TEXT</u>
<b>M 1/6</b>	Introduction to course Overview and models	Chapter 1
<b>W 1/8</b>	Laws and regulations Application: Disparate Impact p. 83.	Chapter 2
<b>Bring hard copy of resume to class (see ch. 8 for tips)</b>		
<b>M 1/13</b>	<b>Case One: Staffing Strategy due</b> <b>****TEAM PRESENTATIONS****</b>	
<b>W 1/15</b>	Planning Applications: Markov Analysis p. 138.	Chapter 3
<b>M 1/20</b> <b>(Meet on 1/21)</b>	<b>Case Two: HR Planning due</b> <b>****TEAM PRESENTATIONS****</b>	
<b>W 1/22</b>	Job analysis <i>Assignment:</i> Read Job Analysis Fiasco (posted on PolyLearn)	Chapter 4
<b>M 1/27</b>	External recruitment <i>Assignment:</i> Examine the recruitment webpage for a company you would like to work for. Note the major features, strengths, and weaknesses. Be prepared to share.	Chapter 5 (GUEST SPEAKER)
<b>W 1/29</b>	<b>Case Three: Recruiting</b> <b>****TEAM PRESENTATIONS****</b>	

<b>M 2/3</b>	Measurement Chapter 7  Applications: Eval of Two Methods for selecting phone CSRs, p.359; Conducting Empirical Validation and AI Analysis, p. 361
<b>W 2/5</b>	<b>MIDTERM EXAM I Ch. 1-5, 7</b>
<b>M 2/10</b>	External selection I Chapter 8 Application: Developing a lawful application blank, p. 419
<b>W 2/12</b>	<b>No Formal Class – Take home quiz</b>
<b>M 2/17</b>	<b>President’s Day Holiday</b>
<b>W 2/19</b>	<b>Case Four: Measurement and Validation</b> <b>****TEAM PRESENTATIONS****</b>
<b>M 2/24</b>	External selection II Chapter 9 Applications: Assessment methods for HR Director p. 487-8  Internal Selection Chapter 10 ( <b>Select Topics Only</b> ) Applications: Changing a promotion system, p. 532
<b>W 2/26</b>	Decision making Chapter 11 Applications: Choosing entrants into management training, p. 573  Final match Chapter 12 ( <b>Select Topics Only</b> ) Applications: Evaluating a hiring and variable pay plan, p. 626
<b>M 3/3</b>	<b>Case Seven: Selective Decision Making</b> <b>****TEAM PRESENTATIONS****</b>  Staffing System Management Chapter 13 ( <b>Select Topics Only</b> ) Application: Evaluating staffing process results, p. 676
<b>W 3/5</b>	Retention management Chapter 14  Midterm II review
<b>M 3/10</b>	<b>MIDTERM EXAM II Ch. 8-14</b>
<b>W 3/12</b>	<b>Case Eight: Turnover Analysis due</b> <b>****TEAM PRESENTATIONS****</b>  <b>Wrap-up and peer evaluations</b>

\*I reserve the right to add, delete, or modify course assignments throughout the quarter.