



## Undergraduate Course Syllabus

### **MKT 320: Sales Management**

Center: Online

#### **Course Prerequisites**

MKT 113 and MKT 270

#### **Course Description**

This course consists of a study of sales management competencies. It also introduces students to the effective managing of field sales forces with an emphasis on structural planning and operational control over recruitment, training, retention, supervision, motivation, compensation and performance evaluation of sales personnel.

#### **Course Outcomes**

- Identify the common basic terminology used in sales force management.
- Understand the role of sales managers in developing top performing sales teams.
- Demonstrate a basic understanding of the competencies of a successful sales manager
- Develop a sales force program for achieving corporate objectives.
- Present sales force management concepts and analysis via communication assessments.

#### **Required Materials**

Dalrymple's Sales Management: Concepts and Cases

William L. Cron & Thomas E. DeCarlo

John Wiley & Sons, Inc

10th Edition

2009

978-0-470-16965-0

MBS Direct SKU #: 874921

#### **Instructor Availability and Response Time**

Your class interaction with your instructor and your classmates will take place in Blackboard on a regular, ongoing basis. Your instructor will be active in Blackboard at least five days a week, and you will normally communicate with your instructor in the open Blackboard discussion forum so that your questions and the instructor's answers benefit the entire class. You should send emails directly to your instructor only when you need to discuss something of a personal or sensitive nature, and in those cases your instructor will generally provide a response within 24 hours.

## Grade Distribution

Assessment Item	Percentage of Final Grade
Discussions	25%
Short Papers	45%
Final Project	30%
Total	100%

This course may also contain practice activities. The purpose of these non-graded activities is to assist you in mastering the learning outcomes in the graded activity items listed above.

## University Grading System: Undergraduate

UC-COCE Undergraduate Grading System:		
Grade	Numerical Equivalent	Points
A	93-100	4.00
A-	90-92	3.67
B+	87-89	3.33
B	83-86	3.00
B-	80-82	2.67
C+	77-79	2.33
C	73-76	2.00
C-	70-72	1.67
D+	67-69	1.33
D	60-66	1.00
F	0-59	0.00
I	Incomplete	
IF	Incomplete/Failure*	
IP	In Progress (past end of term)	
W	Withdrawn	

\*Incomplete and Incomplete/Failure: Any student requesting an "I" grade must complete a Student Petition & Contract for a Grade of Incomplete and submit it to the proper offices prior to the final day of the term/semester. The petition will specify a deadline by which the coursework must be completed. The incomplete automatically becomes an "IF" if work has not been completed and a grade has not been submitted by the specific deadline.

## Grading Guides

Specific activity directions and grading guides can be found in the Course Information area in the Assignment Guidelines and Rubrics folder.

## Weekly Assignment Schedule

The Learning Modules area in Blackboard contains one module folder for each week of the course. All reading and assignment information can be found in the folders. All assignments are due by 11:59 p.m. EST on the last day of the module week.

In addition to the textbook readings that are listed, there may be additional required resources within each module in Blackboard.

Module	Topics and Assignments
1	Icebreaker Activity (Required) All About the Customer Reading: <i>Dalrymple's Sales Management</i> , Chapters 1 and 2 1-1 Discussion: "Salespeople are born, not made." 1-2 Short Paper: Successful Management 1-3 Doing: Self-Assessment 1-4 Planning: Final Paper
2	Prospecting Possibilities Reading: <i>Dalrymple's Sales Management</i> , Chapters 3 and 4 2-1 Discussion: Time Management 2-2 Short Paper: Case Studies 2-3 Doing: Self-Assessment
3	Closing the Sale Reading: <i>Dalrymple's Sales Management</i> , Chapters 5 and 6 3-1 Discussion: Selling Models 3-2 Short Paper: Unkept Promises 3-3 Doing: Self-Assessment
4	Hiring and Training Reading: <i>Dalrymple's Sales Management</i> , Chapters 7 and 8 4-1 Discussion: Considerations and Actions of the Sales Manager 4-2 Short Paper: Avoiding Sales Training: A Case Study 4-3 Doing: Self-Assessment 4-4 Planning: Final Paper
5	Being Directive Reading: <i>Dalrymple's Sales Management</i> , Chapter 9 5-1 Discussion: Leadership 5-2 Short Paper: "Was This a Good Sales Call?" 5-3 Doing: Self-Assessment

6	<p>Ethics in the Sales Arena</p> <p>Reading: <i>Dalrymple's Sales Management</i>, Chapters 10 and 11</p> <p>6-1 Discussion: Gift Giving</p> <p>6-2 Practice Problems: Shield Financial: "Overheard Trade Secrets"</p> <p>6-3 Short Paper: Creating Motivation to Reach Desired Results</p> <p>6-4 Doing: Self-Assessment</p>
7	<p>Competative Compensation</p> <p>Reading: <i>Dalrymple's Sales Management</i>, Chapters 12 and 13</p> <p>7-1 Discussion: Compensation Programs</p> <p>7-2 Final Project: MKT 320 Final Paper</p> <p>7-3 Doing: Self-Assessment</p>
8	<p>What Will You Do?</p> <p>Reading: <i>Dalrymple's Sales Management</i>, Review all previously assigned chapters</p> <p>8-1 Discussion: Overview</p> <p>8-2 Short Paper: "Welcome to Sales Management—It's Performance Review Time!"</p> <p>8-3 Doing: Self-Assessment</p>

### **Attendance Policy**

Failure to participate during the first week of the course (12:00 a.m. Monday through 11:59 p.m. Sunday) will result in automatic withdrawal. Participation is defined as posting within a discussion board, wiki, or blog, and/or submitting an assignment. Students who do not participate during the first week forfeit their rights to be reinstated into the course.

Extended absences, defined as failure to post into the Blackboard classroom for more than five days, must be coordinated with the instructor. Students who fail to coordinate any such absence with the instructor, or who fail to withdraw from the course in accordance with the COCE official drop and withdrawal policy, will be graded appropriately.

All assignments must be submitted through the appropriate Blackboard tool by 11:59 PM Eastern Standard Time on the specified due date. Refer to the Assignment Guidelines and Rubrics folder for specific details on completing the assignments in this course.

### **SNHU College of Online and Continuing Education Withdrawal Policy**

<https://my.snhu.edu/layouts/FormServer.aspx?XsnLocation=https://my.snhu.edu/FormServerTemplates/COCE.Withdrawal.revised.form.xsn&SaveLocation=https%3A%2F%2Fmy%2Esnhu%2Eedu%2FOffices%2FCOCE%2FAdvising%2FCourse%20Withdrawal%20Library&OpenIn=browser>

### **SNHU College of Online and Continuing Education Guide to Student Success**

<https://my.snhu.edu/Resources/StudentHandbooks/Pages/default.aspx>

### Blackboard Course Tools/Areas Overview

Your course will be delivered through Blackboard. Below are the most often used Blackboard tools and areas.

Tool/Area	Description	You Should...
Announcements	This area is used to post day-to-day course details such as the status of or directions for assignments.	Check the announcements on a regular basis, at least several times each week.
Course Information	The course syllabus, assignment guidelines and rubrics, technical support, Student Handbook, and advising information can be found here.	Check this area at the start of the class. It is recommended that the syllabus be downloaded for future reference.
Learning Modules	This area contains course content, including lectures, readings, resources, and assignments.	Check this area at the start of each module and throughout the module week to review course materials.
Discussion Board	This is one of the areas for discussion and collaboration in the class.	Participate and contribute on a regular basis if your course includes discussions.
Research/Writing	SNHU library and research information can be found here.	Check this area for links and information on different library-related resources.
My Instructor	Instructor information is located in this area.	Check this area to find out about your instructor's background and contact information.
My Grades	Assignment grades are located in this area.	Check this area to find out your grades for your course assignments.

### Southern New Hampshire University Policies

More information about SNHU policies can be found at

<https://my.snhu.edu/Academics/Pages/SyllabiStatements.aspx>.

**Continuing Education Center Instructor Availability:** All undergraduate Continuing Education instructors at all center locations (Manchester, Nashua, Salem, Portsmouth, and Brunswick, Maine) will be available to students for a minimum of four additional hours of face-to-face meeting time per term. This time is in addition to the required 20 hours of face-to-face time in hybrid classes and the required 40 hours of face-to-face time in lecture classes. How the additional meeting time is utilized is at the discretion of the instructor and may vary by course.

**Academic Honesty Policy:** Southern New Hampshire University requires all students to adhere to high standards of integrity in their academic work. Activities such as plagiarism and cheating are not condoned by the university. Students involved in such activities are subject to serious disciplinary action. Plagiarism is defined as the use, whether by paraphrase or direct quotation, of the published or unpublished work of another without full and clear acknowledgment. Cheating includes the giving or receiving of unauthorized assistance on quizzes, examinations, or written assignments from any source not approved by the instructor. Understand that in taking this course, your assignments may be submitted to Turnitin.com or other plagiarism-detection services and reviewed for textual similarity suggestive of plagiarism. All submitted papers are subsequently included as source

material in the Turnitin.com database for the purpose of detecting plagiarism in other submitted work. Please review the Turnitin.com Usage Policy should you have any questions. For more about academic dishonesty, please refer to the undergraduate or graduate catalogs.

**ADA/504 Compliance Statement:** Southern New Hampshire University is committed to and concerned with meeting the needs of students challenged by physical, sensory, psychiatric and/or learning disabilities with regard to the Americans with Disabilities Act (ADA), as amended, and Section 504 of the 1973 Rehabilitation Act. At the beginning of each term, or as soon as you become aware of a disability, we encourage you to contact the Office of Disability Services to discuss accommodations for which you may be qualified.

For questions concerning support services, documentation guidelines, or general disability issues:

Office of Disability Services, Exeter Hall, Suite 59  
Hyla Jaffe, Director  
603.626.9100 ext. 2386  
h.jaffe@snhu.edu

For questions concerning disability-related compliance matters, grievance, or legal issues:

Ms. Jet Goldberg, ADA/504 Compliance Officer  
Director of Wellness Center  
603-645-9679  
j.goldberg@snhu.edu

**Technical Support:** Support for Blackboard or other technology issues via phone, chat, and online form submission is available from the SNHU Technology Help Desk at <http://www.snhu.edu/techsupport> including 1.855.877.9919. Technical support is available 24/7.

**Academic Assistance:** Online students enrolled in undergraduate courses in the areas of math, writing, accounting, and statistics will have access to Smarthinking online tutoring:  
<https://my.snhu.edu/offices/COCE/Tutoring/Pages/default.aspx>.

**Library Resources Statement:** In addition to the intellectual resources available onsite and online, <https://my.snhu.edu/Academics/Library/Pages/default.aspx>, Shapiro Library makes available group and one-on-one instruction in information literacy, enabling students to define and articulate what knowledge-based resources are relevant to their research interests. Library staff are available to assist students in effectively and efficiently accessing information from credible sources, to compare new knowledge with prior beliefs, and to consider the related ethical, legal, and socioeconomic issues that are inherent in scholarly investigation.

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