
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 upper-division baccalaureate degree category, three semester hours in human resource management, management, or business administration. (3/14)

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 effective recruiting
- Outline current laws impacting human resource compliance, employment and labor relations
- Discuss theory and practice of compensation, employee benefits, performance development and retention
- Explore effective corporate training techniques for diverse populations
- Discuss the elements of establishing and maintaining a safe and healthy work environment

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, D., Robbins, S. P. and Verhulst, S. (2013). *Fundamentals of Human Resource Management*, Eleventh Edition. New York: John Wiley and Sons, Inc. (ISBN 978-0-470-91012-2)

COURSE ACTIVITIES AND ASSIGNMENTS:

The primary focus of this course is for students to learn through assignments and experiences. To validate these learnings, students are required to complete several assignments and papers.

GRADING POLICY

Research Two Multinational Companies.....	05%
In-Class Case Studies (2).....	20%
Article Reviews (2).....	20%
Quizzes (2).....	10%
Mid Term Exam	10%
Class Participation.....	10%
Final Presentation.....	15%
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
1. Fundamentals of HR Management (4 hours)	<ul style="list-style-type: none"> • Class logistics • Describe what is meant by Human Resource Management (HRM). • Identify ways HRM brings value to an organization. • 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. • Describe the goals, components and major activities within HRM. • Identify the concept of globalization • Describe the global role of the HRM professional 	Read DeCenzo et al, <ul style="list-style-type: none"> • Chapter 1: Dynamic Environment of HRM (pp. 2-22) • Chapter 2: Functions and Strategy (pp. 28-54)
2. Ethics in HRM (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 • Describe the role of ethics in international HRM • Discuss Ethics and Corporate Social Responsibility 	Read DeCenzo et al, <ul style="list-style-type: none"> • Chapter 1: Dynamic Environment of HRM (pp. 2-22) • Chapter 2: Functions and Strategy (pp. 28-54) Identify and research two multinational companies

<p>3. The Legal Context of Employee Discrimination (4 hours)</p>	<ul style="list-style-type: none"> • Review Federal Laws Affecting Discrimination • Identify the important components of the Americans with Disabilities Act of 1990 • Explain the coverage of the Family Medical Leave Act of 1993 • Characterize how government legislation, labor unions, and management practices affect HRM. • Identify groups protected under the Civil Rights Act of 1964, Title VII. • Discuss the importance of the Equal Employment Opportunities Act of 1972. • Discuss comparative aspects of international laws • Define what constitutes sexual harassment in today's organization. • Specify the HRM importance of the Griggs v. Duke Power case 	<p>Read DeCenzo et al,</p> <ul style="list-style-type: none"> • Chapter 3: Equal Employment Opportunity (pp. 56-78) <p>In-class case study</p>
<p>4. The Legal Context of Employee Rights (4 hours)</p>	<ul style="list-style-type: none"> • Explain the intent of the Privacy Act of 1974, and its effects on HRM. • Discuss how a business can protect itself from discrimination charges • 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 • Discuss comparative aspects of international laws • Describe the general guidelines for determining and administering discipline 	<p>Read DeCenzo et al,</p> <ul style="list-style-type: none"> • Chapter 4: Employee Rights and Discipline (pp. 90-117) <p>Online Quiz completed by class</p>
<p>5. Staffing, Recruiting, and Selection (4 hours)</p>	<ul style="list-style-type: none"> • Define the term job analysis • Define principles of recruiting • Identify the principal sources involved in recruiting employees • Describe the selection process • Discuss interviews processes and procedures • Discuss the use of various types of interview questions • Discuss the global impact on the staffing and selection process 	<p>Read DeCenzo et al,</p> <ul style="list-style-type: none"> • Chapter 5: Human Resource Planning and Job Analysis (pp. 118-139) • Chapter 6: Recruiting (pp. 140-161) • Chapter 7: Foundations of Selection (pp. 162-191) <p>Article Review # 1</p>
<p>6. Training and Development (4 hours)</p>	<ul style="list-style-type: none"> • Define the process of socializing a new employee into the organization • Identify the three stages of employee socialization • Define training and its importance to the organization and employees • 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 the tools and resources to manage your career • Identify the five traditional stages involved in a career • Discuss the training and preparation of international assignees 	<p>Read DeCenzo et al,</p> <ul style="list-style-type: none"> • Chapter 8: Socializing, Orienting, and Developing Employees (pp. 192-219) • Chapter 9: Managing Careers (pp. 220-241) <p>Online Quiz completed by class</p>

<p>7. Establishing Performance Management (4 hours)</p>	<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 	<p>Read DeCenzo et al,</p> <ul style="list-style-type: none"> • Chapter 10: Establishing the Performance Management System (pp. 242-273) <p>In-class case study</p>
<p>8. Benefits & Rewards (4 hours)</p>	<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 • Discuss the most commonly used system for expatriate compensation 	<p>Read DeCenzo et al,</p> <ul style="list-style-type: none"> • Chapter 11: Establishing Rewards and Pay Plans (pp. 274-299) • Chapter 12: Employee Benefits (pp. 300-329) <p>Mid-Term</p>
<p>9. Safety & Health (4 hours)</p>	<ul style="list-style-type: none"> • Discuss effect of the Occupational Safety and Health Administration (OSHA) on your organization • Identify contemporary areas for which OSHA is setting standards • Describe safety programs that keep a company costs down and ensure a safe environment: • Explain how an organization can create a healthy worksite • Define stress and causes of burnout 	<p>Read DeCenzo & Robbins</p> <ul style="list-style-type: none"> • Chapter 13: Ensuring a Safe and Healthy Work Environment (pp. 330-357) <p>Article Review #2</p>
<p>10. Labor Relations (4 hours)</p>	<ul style="list-style-type: none"> • Identify and define union organizations • Discuss the effect of Wagner and Taft-Hartley Acts on labor management relations • Describe the components and steps of the collective-bargaining process • Describe the process and role of the grievance procedure 	<p>Read DeCenzo & Robbins:</p> <ul style="list-style-type: none"> • Chapter 14: Understanding Labor Relations and Collective Bargaining (pp. 358-383) <p>Outline for group presentation</p>
<p>11. Final Presentations and Conclusion (4 hours)</p>	<ul style="list-style-type: none"> • Assess learning through presentations highlighting key HRM attributes in specific global companies • Final discussion and course conclusion 	<p>Prepare for presentation</p>