

University of Baltimore  
Division of Applied Behavioral Sciences

APPL 649.185 Special Topics: Industrial/Organizational Psychology  
Best IO Consulting Practices  
Credit Hours: 3  
Fall 2018

Instructor: Kristi Smith  
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Office Location: LC 402  
Office Hours: By appointment

**Class Days/Time: \*Hybrid Class\***

For the following 7 days instruction will be IN CLASS Mondays 5:15 PM to 9:45PM:  
9/10; 9/24; 10/8; 10/22; 11/5; 11/19; 12/3

Remaining course time conducted on-line.

**Sakai**

Copies of course materials, including syllabus, major assignment handouts, etc. may be found on Sakai under the course web page. You are responsible for regularly checking with the messaging system through Sakai and direct emails.

**Graduate Course Description**

Studies a topic of industrial/organizational psychology of mutual interest to students and faculty that is not currently part of course offerings. Topic may vary. May be repeated for credit as course topic changes. Lab fee may be required. Prerequisite: This course is open only to the following majors: Applied Psychology or Certificate in Professional Counseling Studies. Other majors may take this course with departmental permission only.

**Course Goals and Student Learning Objectives**

The goal of this course is to provide students with knowledge and experience in consulting processes, terminology, and general best practices. This will involve (1) studying theoretical and practical approaches to organizational consulting; (2) practicing client-relationship building; (3) understanding how to assess stakeholder needs and communicate risk; (4) evaluating rewards and challenges of a consulting career; and (5) practicing how to respond to client case studies.

**Course Content Learning Outcomes (LO)**

**Upon successful completion of this course, students will be able to:**

- LO1. Develop an understanding of how theoretical and practical approaches coincide
- LO2. Demonstrate ability to assess stakeholder needs and respond accordingly
- LO 3. Demonstrate ability to navigate client relationships and business risks
- LO 4. Improve ability to communicate academic terminology to management consulting
- LO 5. Present oral and written reports

**Texts and Materials. Additional readings available on Sakai.**

Required: Topic-based articles and case studies to be provided

**Class Format**

- 1) Assigned articles will be discussed in class. Conceptualization of the articles will be tested in the form of the quizzes.
- 2) Ideas and conclusions generated from the discussions will be used by groups to solve problems presented in case studies. Oral case studies will be the primary form of knowledge assessment.
- 3) Supplemental readings and assignments will be posted on Sakai during alternative weeks.

### **Class and Classroom Protocol and Etiquette**

- 1) Students for whom English is not a primary language requiring accommodations to participate in class activities or meet course requirements should contact me immediately.
- 2) This syllabus represents a general framework of the content and direction of the course. Sequence of topics and time allocated to each topic may vary as the need arises.
- 3) Mature and respectful classroom behavior contributes to a positive learning climate in the classroom, and is expected of all students.
- 4) All assignments are due at the beginning of class (first five minutes).
- 5) No make-up tests, unless you provide a valid official note from a physician, lawyer, or academic administrator regarding your absence; if you miss an exam you will receive a score of 0.
- 6) All students must be present during presentations. Late arrivals and absence on a presentation day will warrant 4 and 8 points off your presentation grade, respectively.
- 7) Email is the best form of contact to reach me.

### **Attendance**

In-person, classroom attendance is essential to success in this class. While it is not mandatory, you will be graded on your participation and in-class assignments. See below for details on assignments.

### **Assignments and Grading Policy**

Assessments:

- Quizzes/Participation: 20%
  - Two quizzes will be provided and completed in class. Grades will be split evenly between quizzes.
- Case Exam: 25%
  - Each student will complete one oral case exam, in which they will be required to synthesize and summarize case data, identify a business need, and provide a recommendation.
- Proposal Response: 25%
  - One written proposal response will be required. This will be an in-class assignment and will build upon business development techniques taught in class.
- Capstone: 30%
  - Students, in groups of 3-4 will present an oral capstone as the final exam. The capstone will require the students to compile all lecture content to build a sound business case for a 'client'.

Grade Scale: 90-100 A; 85-89 B+; 80-84 B; 75-79 C+; 70 C

### **Academic Success Resources**

Academic Success Resources can be found on Sakai. Please reach out with any questions or concerns.

### **Turnitin**

As a part of an institution-wide effort to ensure the originality of student work, the University of Baltimore licenses Turnitin, a commercial text matching service that analyzes students' submissions against its own archive of student papers, articles, and web sites to report on student originality and identify possible plagiarism. Incorrect use of other individuals' work(s) may result in plagiarism charges, which can lead to a failing grade on an assignment, a failing grade in the course, or even suspension from UB. All UB faculty members reserve the right to use this or other measures to evaluate your work for originality and proper attribution. Not understanding the definition of plagiarism or improper attribution are not excuses for failure to abide by originality requirements in this or any other.

## Schedule

A tentative schedule is provided below, including both topics to be covered and evaluations (*quizzes/exams*).

9/10/2018	- Class Introduction - Case Study Logic - Project Management  <i>Quiz/Activity #1</i>
9/24/2018	- Straight Talk Panel - Capstone Working Session
10/08/2018	- Stakeholder Management - Communications  <i>Quiz/Activity #2</i> <i>Case Study (Round 1)</i>
10/22/2018	- Training & Development - Leadership Strategies  <i>Case Study (Round 2)</i>
11/05/2018	- Diversity & Inclusion - Ethics
11/19/2018	- Business Development  <i>Proposal Response</i>
12/03/2018	<i>Capstone Presentations</i>