



**The Hashemite University**

**Faculty of Economics & Administrative  
Sciences**

**Business Administration Department**

# **Special Topics in Business Administration Syllabus**

**Second Semester  
Academic Year 2017/2018**

**Coordinator:** Dr Hadeel Maaitah  
**Preparation:** Dr Hadeel Maaitah  
**Contributors:** Dr. Waed Ensour  
Dr. Dia A. A. Zeglat  
Dr. Wejdan Alakaleek

**Instructor:** Dr. Hadeel Al-Maaitah  
**Office:** Faculty of Economics & Administrative Sciences (2<sup>nd</sup> floor, Office 235)  
**Office Hours:** Sunday, Tuesday, Thursday (12:00-13:00)  
**E-mail:** [hadeel@hu.edu.jo](mailto:hadeel@hu.edu.jo)

## ❖ COURSE DESCRIPTION

The Special Topics in Business Administration course deals with the study of some modern topics which are not covered in other courses in the department. The topics tackle various aspects of functional areas of management and other business-related topics within the disciplines of the department.

Topics vary depending on faculty interests.

## ❖ GENERAL COURSE OBJECTIVE

The aim of the topics presented in this course is to keep students abreast of evolving research and new developments in topics within the business administration discipline.

## ❖ TOPICS OBJECTIVES AND LEARNING OUTCOMES

### Topic 1: Leadership

This chapter aims to introduce students to an in-depth study of leadership, its components, and contrast styles. It also aims to differentiate leadership from other functional or nonfunctional activities in organizations including management and power. Finally, students will be introduced to different approaches and theories in leadership and leadership styles in the Arab world.

*Learning outcome:*

1. After studying this chapter, students should be able to:
2. Define and list the components of leadership.
3. Contrast trait and process leadership.
4. Contrast assigned and emergent leadership
5. Discuss leaderships with power and coercion
6. Describe the difference between leadership and management
7. Explain the most important approaches and theories in leadership
8. Learn of leadership styles in cultural context

### Topic 2: Power and politics

The basic theme of this chapter is that power and political behavior are natural processes in any group or organization. Therefore, this chapter clarifies what is power, how power is acquired and exercised, the bases of power and influencing tactics. This chapter also highlights the connections between sexual harassment and power. Moreover, this chapter discusses impression management and its relation to various organizational outcomes.

*Learning outcome:*

After studying this chapter, students should be able to:

1. Define power and contrast leadership and power.
2. Contrast the five bases of power.
3. Identify nine power and influence tactics.
4. Show the connection between sexual harassment and the abuse of power.
5. Identify the causes and consequences of political behavior.
6. Discuss the impression management techniques.
7. Show the influence of culture on the uses and perceptions of politics.

#### **Topic 4: Women in Management and Leadership:**

This chapter concentrates on Jordanian Women in term of their participation in the workforce, management, and leadership. It looks at disparities of career progression and presents the difference reason for that. It also looks at the role of organization with issues including stereotyping and prejudice

Women leadership styles and effectiveness are discussed in addition to introducing the leadership labyrinth concept and what the Future of women in Leadership looks like.

##### *Learning outcome:*

After studying this chapter, students should be able to:

1. Discuss Jordanian women participation in the workforce, management, and leadership.
2. List disparities of women career progression and presents the difference reason for that.
3. Identify the role of organizations with issues including stereotyping and prejudice.
4. Explain women leadership styles and effectiveness are discussing the leadership labyrinth.

#### **Topic 4: Diversity in organizations:**

This chapter aims to illustrate how organizations work to maximize the potential contributions of a diverse workforce. Second, how demographic characteristics such as ethnicity and individual differences in the form of ability affect employee performance and satisfaction. Finally, clarifies how managers can develop awareness about diversity and manage a diverse workforce effectively.

##### *Learning outcome:*

After studying this chapter, students should be able to:

1. Describe diversity and the two major forms of workforce diversity.
2. Identify the key biographical characteristics and their relation to workplace outcomes.
3. Define stereotypes and explain how they function in organization settings.
4. Contrast intellectual from physical abilities.
5. Illustrate how managers can manage workforce diversity effectively.

#### **Topic 5: Inside the Entrepreneurial Mind**

This part aims to explain creativity as an integral part to develop an optimal mindset for entrepreneurship. It focuses on how to nurture the entrepreneurial mindset through the practice of creativity. Therefore, this part mainly will discuss topics related to the creative process, techniques for improving the creative process and how to improve creativity at individual and organizational level.

##### *Learning outcome:*

After studying this chapter, students should be able to:

1. Explain the entrepreneurial mind-set
2. Explain the difference between creativity, innovation and entrepreneurship.
3. Describe creativity as a necessity for survival
4. Learn how to enhance creativity at organisational and individual level
5. Identify the five steps in the creative process.
6. Describe main barriers to creativity
7. Learn techniques for improving the creativity process
8. Describe three steps for protecting ideas from being lost or stolen.

## Topic 6: Managing People in the Service Settings

This chapter tries to highlight the importance of the services marketing field and how it's different from traditional marketing in terms of marketing mix. It also explains briefly what it's meant by the service profit chain theory. More importantly, after reviewing all types of cycles of operations in the service setting including cycles of failure, mediocrity and success, this chapter examines the role of human resources management in achieving service excellence. Finally, this chapter offers some HR strategies and recommendations for managing HR at this sector in particular in order to achieving service success, talents and competitiveness ranging from hiring, to training, and motivation of the front-line employees.

### *Learning outcome:*

After studying this chapter, students should be able to:

1. Understand the contribution of services to a country's economy
2. Identify the characteristics of services
3. Understand the components of the services marketing mix (the 7Ps)
4. Appreciate that service staff is crucially important to the success of a service firm
5. Understand the cycles of failures, mediocrity, and success in service firms
6. Appreciate the role of human resource management in helping firms operate in the Cycle of Success

## ❖ ASSESSMENT

| Type of assessment   | Weight      |
|----------------------|-------------|
| Group Discussion 1   | 1 %         |
| Group Discussion 2   | 1 %         |
| Group Discussion 3   | 1 %         |
| Group Discussion 4   | 1 %         |
| Virtual Discussion 1 | 1 %         |
| Virtual Discussion 2 | 1 %         |
| Virtual Discussion 3 | 1 %         |
| Virtual Discussion 4 | 1 %         |
| Assignment Topic 1   | 1.5 %       |
| Assignment Topic 2   | 1.5 %       |
| Topic 1 Quiz         | 1.5 %       |
| Topic 2 Quiz         | 1.5 %       |
| Topic 3 Quiz         | 1.5 %       |
| Topic 4 Quiz         | 1.5 %       |
| Topic 5 Quiz         | 1.5 %       |
| Topic 6 Quiz         | 1.5 %       |
| First Exam           | 20%         |
| Second Exam          | 20%         |
| Final Examination    | 40%         |
| <b>Total</b>         | <b>100%</b> |

## ❖ ESSENTIAL TEXT

|  |      |  |
|--|------|--|
| Northouse, P. G.                           | 2016 | Leadership: Theory and Practice, 7th Edition, SAGE Publications Inc, chapters: 1, 2, 3, 4, 5, 6, 7, 8 & 16 |
| Robbins, S. P. and Judge, T.               | 2013 | Organizational Behavior, Global Edition, 15/E, Pearson, chapter 13   |
| Robbins, S. P., Judge, T. and Hasham, E.S. | 2012 | Organizational Behavior, Arab World Edition, Pearson, chapter 19   |
| Northouse, P. G.                           | 2016 | Leadership: Theory and Practice, 7th Edition, SAGE Publications Inc, Chapter 15                            |
| Robbins, S. P. and Judge, T.               | 2013 | Organizational Behavior, Global Edition, 15/E, Pearson, chapter 2  |
| Bruce R. Barringer and R. Duane Ireland    | 2015 | Entrepreneurship, Successfully Launching New Ventures, 5rd Edition, chapter 2                              |
| Wirtz . J. and Lovelock, C.                | 2014 | Services Marketing: People, Technology, Strategy 7th Edition, Pearson, chapter 11                          |

## ❖ RECOMMENDED RESOURCES

### Topic 1: Leadership by Dr. Hadeel Al-Maaitah

#### Leadership part 1 of 1

##### Videos

- [A Definition of Leadership](#)
- [What Traits Do Leaders Have?](#)
- [Can Ordinary People Become Leaders?](#)
- [Social Identity, Strengths and Weaknesses](#)

##### Audio podcasts

- [Myths of Effective Leadership](#)

#### Leadership part 2 of 3

##### Videos

- [Ten Leadership Theories in Five Minutes](#)
- [Daniel Goleman on Emotional Intelligence](#)

##### PDF files

- [Leader Behavior Description Questionnaire](#)

#### Leadership part 3 of 3

##### Videos

- [Inspiring Leaders](#)
- [THINK: A Forum on the Future of Leadership](#)

## Topic 2: Power and Politics by Dr. Waed Ensour

### Power and Politics part 1 of 3

*video*

- [Two Kinds of Power in the Workplace](#)

### Power and Politics part 3 of 3

*video*

- [Why Cultivating Power is the Secret to Success](#)

## Topic 3: Women in Management and Leadership by Dr. Hadeel Al-Maaithah

### Women in Management and Leadership Part 1 of 2

*Articles*

- [The Top 100 Most Powerful Arab Businesswomen 2017](#)
- [Men's self-esteem suffers when female partner succeeds, study says](#)

*Videos*

- [Glass ceiling - defined](#)

### Women in Management and Leadership Part 2 of 2

*Videos*

- [Women in Politics](#)
- [Global Female Leaders](#)
- [How to avoid gender stereotypes](#)
- [Correlation between Success and Likeability for Men and Women](#)
- [The "Glass Ceiling" Is Misleading](#)
- [Women in Leadership & Women in Transformational Leadership \(same webpage\)](#)
- [Why we have too few women leaders](#)

*Articles*

- [Women better suited for leadership than men, research demonstrates](#)

## Topic 4: Diversity in Organizations by Dr. Waed Ensour

### Diversity in Organizations part 2 of 3

*Videos*

- [Prejudice & Discrimination](#)

### Diversity in Organizations part 2 of 3

*Videos*

- [Wonderlic Test](#)

### Diversity in Organizations Part 3 of 3

*Videos*

- [The Importance and advantages of Diversity in the Workplace](#)

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| <b>Topic 5: Inside the Entrepreneurial Mind by Dr. Wejdan Alakaleek</b> |
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**Inside the Entrepreneurial Mind part 1**

*Videos*

- [Why Entrepreneurial Mindset Matters](#)

**Inside the Entrepreneurial Mind part 2**

*Videos*

- [Ideation as a System](#)

**Inside the Entrepreneurial Mind part 3**

*Web Pages*

- [Patents Registration](#)

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| <b>Topic 6: Managing People in the Service Settings by Dr. Dia A. A. Zeglat</b> |
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**Managing People in the Service Settings part 1 of 3**

*Videos*

- [RAW: Watch intense confrontation between passengers, American Airlines flight attendant](#)
- [Doctor Was On Phone With United Moments Before Being Dragged Off Plane](#)
- [United Airlines Flight Attendant Sings Carols With Passengers During Delay](#)

**End of Syllabus**

**Check Course Schedule in Document 2**