

PSY466 - Training and Development in Organizations (9531)
Course Syllabus (Fall 2017)

COURSE INFORMATION

Instructor: Dr. Diana R. Sanchez
Email: SanchezDianaR@sfsu.edu (please allow 48 hours for replies)
Phone: (415) 338-1059
Office Hours: Ethic Studies & Psychology (EP) 507; Tuesdays & Wednesdays 12 pm – 1 pm
Textbook: Saks, A. M., & Haccoun, R. R. (2013). *Managing performance through training and development* (6th edition). Cengage Learning. ISBN 10: 0176507337
Class Meeting: Burk Hall (BH) 1; Tuesdays & Thursdays 9:35 am – 10:50 am
Prerequisite: Restricted to upper division psychology majors; PSY 200, PSY 371, or equivalent.

Course Description: This course is an examination of the theoretical, methodological, and practical approaches to the development, installation, and evaluation of training programs in the modern work setting. Major topics include learning theory and research, training theory and techniques, and methods of assessing and evaluating programs.

Course Objectives: At the end of this course students will have the knowledge and skills to:

- Understand the theories and principles of adult learning and skill development.
- Critically review and apply research to training development and implementation.
- Understand and conduct a training needs assessment following research guidelines.
- Evaluate and recommend training methods using organizational, job and need information.
- Understand how to evaluate the effectiveness of a training program.
- Design and propose a training program (e.g., needs assessment, curriculum design, evaluation plan).
- Design and present a training demonstration to a professional audience.

COURSE EXPECTATIONS

Late Assignments: In order to provide timely grading and feedback to students, late assignments will be accepted at a 50% deduction for 24 hours following the assignment due date. Assignments turned in after 24 hours following the designated due date and time will receive a 0 grade. Please email the instructor if a personal emergency has occurred and that will be discussed further. Please contact the instructor as soon as you believe you will not be able to make a due date.

iLearn: The iLearn learning management system (LMS) will be used to communicate with the class, to post assignments, and to provide supplemental materials for this course. The university requires that the student's San Francisco State University e-mail account be used for iLearn communications. It is the student's responsibility to check this account for information related to this class.

Missing Class: This course will be primarily through face-to face meetings. Attendance is not required and will not be taken for this course although several assignments will be completed during class time and will require that a student is present in order to obtain those points. Participation points will be awarded for various activities completed both in and outside of class. Students who miss class will

forfeit points for assignments completed partially or fully in a class they were absent for. Students must be present for assignments completed partially or fully in class.

Obtaining Notes: If a student misses a class, they are expected to contact a classmate to obtain notes on what was covered. Students who contact the instructor will be reminded of this policy. The instructor does not distribute class slides or notes. Students are responsible for generating or obtaining their own notes based on class lecture and discussion and to obtain these notes from other students if they are absent.

Academic Integrity: It is assumed that students understand and will abide by the University policies for academic integrity. The expectation is that students will not give, receive, or use unauthorized assistance on any assignment or exam and will only claim work that is entirely their own. This includes not completing assignments in the presence of other students where they can observe other students' work or responses or have their work or responses be observed by other students. Students may only collaborate with other students on designated group projects. Students suspected of academic dishonesty may be reported to the Office of Student Conduct <https://conduct.sfsu.edu/academic-dishonesty>.

COURSE POLICIES

Students with Disabilities: Students with disabilities who need reasonable accommodations are encouraged to contact the instructor. The Disability Programs and Resource Center (DPRC) is available to facilitate the reasonable accommodations process. The DPRC is located in the Student Service Building and can be reached by telephone (voice/TTY 415-338-2472) or by email (dprc@sfsu.edu). DPRC Website: <http://www.sfsu.edu/~dprc>

Student Disclosures of Sexual Violence: San Francisco State University fosters a campus free of sexual violence including sexual harassment, domestic violence, dating violence, stalking, and/or any form of sex or gender discrimination. If you disclose a personal experience as an SFSU student, the course instructor is required to notify the Dean of Students. To disclose any such violence confidentially, contact:

- The SAFE Place - (415) 338-2208; http://www.sfsu.edu/~safe_plc/
- Counseling and Psychological Services Center: (415) 338-2208; <http://psyservs.sfsu.edu/>
- For more information on your rights and available resources: <http://titleix.sfsu.edu>

Religious Holidays: The faculty of San Francisco State University shall accommodate students wishing to observe religious holidays when such observances require students to be absent from class activities. It is the responsibility of the student to inform the instructor, in writing, about such holidays during the first two weeks of the class each semester. If such holidays occur during the first two weeks of the semester, the student must notify the instructor, in writing, at least three days before the date that he/she will be absent. It is the responsibility of the instructor to make every reasonable effort to honor the student request without penalty, and of the student to make up the work missed.

SPECIAL DATES (NO CLASS)

9/4	Labor day
11/10	Veteran's day
11/23	Thanksgiving day
11/20 – 11/25	Thanksgiving break

IMPORTANT DEADLINES

8/23	Instructions starts
9/12	DROP deadline for faculty
9/13	ADD/DROP/AUDIT deadline for students
10/18	CR/NC deadline
9/14 – 11/17	WITHDRAWAL (serious & compelling justification)
11/18 – 12/12	WITHDRAWAL (serious & compelling justification / plus documentation)
12/12	Instruction ends
12/13 – 12/19	Final exams
1/2	Grades due

COURSE EVALUATION

Final Grades: Final letter grades will be assigned as follows:

Grade	Points
A+	570 – 600
A	540 – 569
B+	510 – 539
B	480 – 509
C	420 – 479
D	360 – 419
F	< 360

Grades in this course will not be curved, rounded, or bumped. Extra credit opportunities may be offered throughout the semester.

Assignments:

Assignment	Possible Points	Percent of Final Grade
Weekly Assignments		25%
Class Activities*	100	
Quizzes**	50	
Exams		50%
Midterm	150	
Final	150	
Semester Projects “Group Work”		25%
Training Proposal	100	
Training Demonstration	50	
Total Points	600	100%

*Most classes will include an activity completed partially or fully in class. The point value of each activity will vary. Points earned beyond 100 points will be counted as extra credit for the course.

**Quizzes are worth 5 points each week (submitted over 10 weeks). Points earned beyond 50 points will be counted as extra credit for the course.

Assignment Submission: Unless otherwise stated, all assignments are to be submitted on iLearn before 10 pm on Monday, during the week the assignment is listed as due on the **Course Schedule**.

Technical Issues: When submitting an assignment, students are encouraged to allow time for technical delays or issues. In the occurrence of technical delays or problems with iLearn, students may email the assignment to the instructor as a “back up.” However, in general, emailed assignments will not be considered “turned in” unless they are submitted on iLearn before the deadline.

ASSIGNMENT DESCRIPTIONS

Class Activities (100 points): Most weeks will offer in class activities for students to complete partially or fully during class. This means some activities may require follow-up work outside of class. Students must be present when the activity is assigned, in order to receive points for the activity. Even when an activity could be partially or fully completed outside of a class, a student may not earn points for the activity if they were absent when the activity was assigned. Points for each activity will vary and instructions will be provided in class. Students are asked to plan to bring a laptop to class each week, as many of the activities will require online access. Points earned on activities beyond 100 points will be counted as extra credit for the course.

Quizzes (50 points): For each new topic covered over the semester, an online quiz will be available for completion on the iLearn site. Each quiz will be composed of multiple choice questions and worth up to 5 points in total (5 points per quiz across 10 weeks). All questions will pertain to the assigned reading (i.e., the textbook chapter or the assigned research article). Quizzes can be taken multiple times. Students will be awarded points for the highest score they receive on the quiz. However, the student must provide identifying information **each time** they take the quiz in order to earn points. Students will only earn points if they have accurately entered in their student ID number into the quiz information. Points earned on quizzes beyond 50 points will be counted as extra credit for the course.

Midterm (100 points): Halfway through the semester a midterm exam will be given. On exam day students will have the entire class period to respond to a mixture of multiple choice and short answer questions. The class period before the exam students will have an opportunity to review the materials in a review session that will help prepare them for the exam.

Final (200 points): The final exam will be given the week before Thanksgiving Break. The structure will be the same as the midterm. A review will also be given the class period before the final exam. This exam will cover content from the entire semester but will focus on content presented after the midterm. The best way to prepare for these exams is through active participation in class, staying current with the readings, and completing the weekly quizzes.

Semester Projects “Group Work” (150 points): There are two semester projects for this course (i.e., Training Proposal and Training Demonstration). Students will have the entire semester to work on these projects. Students will choose groups of 4 students to work with over the course of the semester. One primary benefit of working in groups is to share ideas with and obtain feedback from each other.

Understandably, group work is not everyone’s preferred working style. If a student prefers to work alone, there is an alternative “independent” option where the student will still work with a group to share ideas and obtain feedback but will submit their own assignments separately. Student wanting to do the “independent” option must let the instructor know during the first week of class.

Regardless of whether students are doing the semester project as “group work” or using the “independent” option, students are reminded to give their time and attention to other group members. Each student will provide anonymous peer evaluations for their group members at the end of the semester. This feedback will be considered as part each student’s grade.

Training Proposal (100 points): The written training proposal is intended to provide students with an in-depth application of the course material using a realistic training situation. To meet this objective students will design, implement, and evaluate a training program for an organization of their choosing.

Four separate parts of this assignment (i.e., Part 1, Part 2, Part 3, & Part 4) will be submitted early for grading and feedback from the instructor. However, the final project will integrate this information and feedback into one cohesive final report. Detailed information on this assignment is provided in the **Training Proposal Instructions**.

Training Demonstration (50 points): During the semester students will research, develop, and present a short training demonstration from the proposed training program being developed in the Training Proposal assignment. This 20-minute demonstration will be given during the last two weeks of class. Detailed information on this assignment is provided in the **Training Demonstration Instructions**.

COURSE SCHEDULE

Week	Dates	Topic	Assigned Reading	Assignment Due
1	8/22	Syllabus / Class Structure	--	--
	8/24	Training & Development Process	Ch 1	*Chapter 1 Quiz
2	8/29	Organizational Learning	Ch 2	*Chapter 2 Quiz
	8/31	Learning Motivation	Ch 3	*Chapter 3 Quiz
3	9/5	Training Needs Assessment	Ch 4	*Chapter 4 Quiz
	9/7	Training Needs Assessment	--	<i>Group Work (Part 1)</i>
4	9/12	Training Design	Ch 5	*Chapter 5 Quiz
	9/14	Training Design	--	Training Proposal (Part 1)
5	9/19	Off-The-Job Training	Ch 6	*Chapter 6 Quiz
	9/21	On-The-Job Training	Ch 7	*Chapter 7 Quiz <i>Group Work (Part 2)</i>
6	9/26	Technology-Based Training	Ch 8	*Chapter 8 Quiz
	9/28	Midterm Review	--	Training Proposal (Part 2)
7	10/3	Midterm Exam	--	--
	10/5	Training Delivery	Ch 9	*Chapter 9 Quiz
8	10/10	Training Delivery	--	<i>Group Work (Part 3)</i>
	10/12	Transfer of Training	Ch 10	*Chapter 10 Quiz
9	10/17	Transfer of Training	--	Training Proposal (Part 3)
	10/19	Training Evaluation	Ch 11	*Chapter 11 Quiz
10	10/24	Training Evaluation	--	<i>Group Work (Part 4)</i>
	10/26	Training Evaluation	--	--
11	10/31	Game-Based Training	<i>Garris et al. (2002)</i>	Training Proposal (Part 4)
	11/2	Game-Based Training	<i>Bedwell et al. (2012)</i>	*Game-Based Training Quiz

12	11/7	Team Training	<i>Cannon-Bowers et al. ('95)</i>	*Team Training Quiz
	11/9	Team Training	<i>Salas et al. ('07)</i>	--
13	11/14	Final Review	--	--
	11/16	Final Exam	--	--
14	11/21	No Class	--	Thanksgiving Break
	11/23	No Class	--	Thanksgiving Break
15	11/28	Training Demonstrations	--	Training Demonstration Slides
	11/30	Training Demonstrations	--	--
16	12/5	Training Demonstrations	--	--
	12/7	Training Demonstrations	--	--
Finals	12/11	--	--	Training Proposal (Final Report)

*Quizzes will be completed online before class.

Bolded assignments are due on Monday before 10 pm, submitted on iLearn.

Italicized assignments will be completed in class with assigned group.

The instructor reserves the right to add or change any information (e.g., topics, assignments, deadlines) on the syllabus throughout the semester. Students will be notified of any changes in class and via iLearn.