

INF 387C Spring 2020
UTA 1.502, Wednesdays 9 AM – 12 PM

Managing Information Organizations

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Overview

This course will develop your skills to effectively manage people and projects. Information professionals work in a multitude of settings and our course will consider work in organizations from traditional information institutions, such as libraries and archives, to tech companies and beyond. Our class time will include a mix of lecture and individual and group activities. Likewise, I will assess your progress with individual and group assignments. Self-reflection and participation are essential to your success in this class.

We will start with topics about working harmoniously in groups and teams, then move to working effectively in an organization, and preparing for a managerial role. I intend the first unit to be immediately useful for you to apply in group work in graduate school, the second unit to be useful in the near-term in your next job, and the third unit to be useful in your first management position. We will draw on academic literature and popular business press in this class so that you are familiar with theory and practice.

Learning outcomes

Throughout this course, you will:

- Practice communication and relationship skills to work effectively in groups
- Apply techniques to manage interpersonal conflict
- Think critically about identity and diversity in the workplace and reflect on how identity, diversity, and inclusion shape experiences at work
- Understand the contours of organizational design and structure
- Become conversant in fundamentals of project management, including practices common in tech companies
- Articulate your strengths and areas for development as a manager
- Gain insights from managers about the challenges they face and how they continue developing management skills
- Hone your written and verbal communication skills

Who should take this course?

Graduate students who are interested in managing people and projects, want to improve their business communication skills, or want to learn more about how teams and organizations may work effectively will find this course especially useful. I will invite guest managers to visit our class from organizations and roles that we want to know more about as individuals and a group.

Tentative Schedule

Unit 1: Working harmoniously in groups and teams

- 1/22: Roadmap for the class: how to prepare and participate
- 1/29: Working in groups: roles, norms, and getting work done
- 2/5: Managing conflict in groups
- 2/12: Identity, diversity, and inclusion at work

Unit 2: Working effectively in an organization

- 2/19: Organizational structures and practices: understanding how you fit in at work
- 2/26: Project management: fundamentals and new flavors
- 3/4: Project management, continued
- 3/11: Managing up, persuasion, and negotiation
- 3/25: Well-being at work: managing time, stress, technology, flexibility, and work trends

Unit 3: Preparing for a managerial role

- 4/1: Self-assessment: knowing your strengths and areas for development
- 4/8: Building your team (hiring) and reconfiguring it (firing)
- 4/15: AMA and activities with managers – session 1
- 4/22: Motivating others and assigning work
- 4/29: Performance assessment – providing constructive feedback
- 5/6: AMA and activities with managers – session 2