MGMT 5117B
Knowledge Management
Summer 2013
Course Outline

INSTRUCTOR: Dr. Angela Workman-Stark
CLASS TIME: Monday, 6:05 pm – 8:55 pm
CLASSROOM: DT 701
OFFICE: N/A
OFFICE HOURS: www.carleton.ca/culearn MGMT 5117B
E-MAIL: angela_workmanstark@carleton.ca

COURSE DESCRIPTION AND OBJECTIVES
In today’s fast-paced environment, the ability to develop and apply organizational learning and knowledge management is becoming a question of necessity, not choice. Globalization, technological innovation, productivity, competition and changing demographics are just a few of the issues that today’s organizations are dealing with on a daily basis. Today’s managers must be able to understand these, and other, issues and help build the intellectual and human capital necessary to increase learning capacity, create, store and disseminate knowledge, and maintain their relevance. This course enables students to gain a clear understanding of the theory and practice of knowledge management and organizational learning.

COURSE PREREQUISITES
Enrollment in the MBA.

The School of Business enforces all prerequisites.

COURSE READINGS
All required course readings are available online through the library (you must be on campus or have a library PIN). To find articles:
- Search the library database for the Journal Title
- Click on the Journal database
- Click on the relevant year, volume and issue
- Browse for the article

Cases can be purchased from Harvard Business Publishing. http://hbsp.harvard.edu
CELLULAR PHONES
The use of cellular phones IS NOT PERMITTED in this class. It is disruptive to the instructor and class members. If you carry a phone to class, please make sure it is turned off. If an emergency situation requires you to keep your cell phone turned on you may wish to keep the silent mode on, please discuss this with the instructor prior to the class starting.

GRADING SCHEME
1. Participation/Preparation 20%
2. Assignments (20% each) 40%
3. Group project 40%

TOTAL 100%

LATE ASSIGNMENTS POLICY
Assignments must be submitted in before the deadline. A 10% penalty will be applied for each day of late submission.

PARTICIPATION/PREPARATION (20%)
In addition to seminars, some class time will be devoted to discussions and exercises that require students to use their skills. For weeks 2, 3, 4 and 5, you will hand in a double-spaced, point form synthesis of the assigned readings. Each synthesis must include a related discussion topic or question of your choice and will be no more than 2 pages long. These syntheses are intended to help you prepare to discuss your questions and opinions in class. It is imperative that you attend class, arrive prepared, participate in activities and speak up regularly to receive a high participation grade. Students who hand in their weekly synthesis but do not attend class OR arrive late/leave early will not be awarded preparation/participation marks for that week. Students who hand in syntheses but do not participate in class discussions will also lose marks. Active participation, in this practice-focused course, is the expectation.

ASSIGNMENTS (40%, 2 assignments)
Two assignments will be assigned during the term. The assignments will consist of case studies. Each assignment will be in the form of a written report of no more than 4 pages. Further details will be provided on the course website.

COMMUNICATION
Information on weekly assignments and other general information will be communicated during class on a regular basis. However, weekly readings, critical additional information, updates about the class and details regarding upcoming assignments will be posted to the course webpage at www.carleton.ca/culearn. It is your responsibility to visit CuLearn regularly.
CASE and READING LIST

CASES

READINGS
## TENTATIVE CLASS SCHEDULE

<table>
<thead>
<tr>
<th>Week / Dates</th>
<th>Topics &amp; Readings</th>
<th>Deliverables</th>
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<tbody>
<tr>
<td></td>
<td>Project proposal</td>
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<tr>
<td>Week 3 (May 20th)</td>
<td><strong>Knowledge Creation and Knowledge Management</strong>&lt;br&gt;<strong>From Information Management to Knowledge Management</strong>&lt;br&gt;Assignment #1 Case:&lt;br&gt;Takeuchi, H., Nonaka, I., &amp; Yamazaki, M. (2011). Knowledge Creation at Eisai Co., Ltd., Harvard Business Publishing.</td>
<td>Synthesis 2</td>
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<td></td>
<td>Assignment 1</td>
<td></td>
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<td>Assignment #2</td>
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School web site: http://sprott.carleton.ca

Assignment #2 Case:

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<tr>
<th>Week 6 (June 10th)</th>
<th>Team Presentations</th>
<th>Team presentation</th>
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<tbody>
<tr>
<td>June 17th</td>
<td>No CLASS</td>
<td>Project report</td>
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While every attempt will be made to keep to the schedule listed above, unforeseen circumstances may necessitate modifications throughout the semester.
IMPORTANT ADDITIONAL INFORMATION

Group work
The Sprott School of Business encourages group assignments in the school for several reasons. They provide you with opportunities to develop and enhance interpersonal, communication, leadership, follower-ship and other group skills. Group assignments are also good for learning integrative skills for putting together a complex task. Your professor may assign one or more group tasks/assignments/projects in this course. Before embarking on a specific problem as a group, it is your responsibility to ensure that the problem is meant to be a group assignment and not an individual one.

Medical certificate
Please note that in all occasions that call for a medical certificate you must use or furnish the information demanded in the standard university form. http://www2.carleton.ca/registrar/forms/

Academic Accommodations for Students with Disabilities
The Paul Menton Centre for Students with Disabilities (PMC) provides services to students with Learning Disabilities (LD), psychiatric/mental health disabilities, Attention Deficit Hyperactivity Disorder (ADHD), Autism Spectrum Disorders (ASD), chronic medical conditions, and impairments in mobility, hearing, and vision. If you have a disability requiring academic accommodations in this course, please contact PMC at 613-520-6608 or pmc@carleton.ca for a formal evaluation. If you are already registered with the PMC, contact your PMC coordinator to send me your Letter of Accommodation at the beginning of the term, and no later than two weeks before the first in-class scheduled test or exam requiring accommodation (if applicable). After requesting accommodation from PMC, meet with me to ensure accommodation arrangements are made. Please consult the PMC website for the deadline to request accommodations for the formally-scheduled exam (if applicable).

Religious observance
Students requesting academic accommodation on the basis of religious observance should make a formal, written request to their instructors for alternate dates and/or means of satisfying academic requirements. Such requests should be made during the first two weeks of class, or as soon as possible after the need for accommodation is known to exist, but no later than two weeks before the compulsory academic event. Accommodation is to be worked out directly and on an individual basis between the student and the instructor(s) involved. Instructors will make accommodations in a way that avoids academic disadvantage to the student. Students or instructors who have questions or want to confirm accommodation eligibility of a religious event or practice may refer to the Equity Services website for a list of holy days and Carleton's Academic Accommodation policies, or may contact an Equity Services Advisor in the Equity Services Department for assistance.

Pregnancy
Pregnant students requiring academic accommodations are encouraged to contact an Equity Advisor in Equity Services to complete a letter of accommodation. The student must then make an appointment to discuss her needs with the instructor at least two weeks prior to the first academic event in which it is anticipated the accommodation will be required.
Plagiarism
The University Senate defines plagiarism in the regulations on instructional offenses as: "to use and pass off as one's own idea or product work of another without expressly giving credit to another."

Borrowing someone else's answers, unauthorized possession of tests or answers to tests, or possession of material designed in answering exam questions, are also subject to university policy regarding instructional offences. For more information on Carleton University's Academic Integrity Policy, consult: http://www1.carleton.ca/studentaffairs/academic-integrity/

Important Dates and Deadlines can be found at: http://sprott.carleton.ca/students/mba/dates-deadlines/