

## GRADUATE PROGRAM IN PUBLIC and NONPROFIT ADMINISTRATION

Fall Semester 2006

### PADM 7635-ISSUES IN PUBLIC HUMAN RESOURCES

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**Class Schedule:** Thursdays, 5:30-8:30 PM

**Class Location:** McCord Hall, Room 117

**Public and Nonprofit Division Office:** McCord Hall, Room 119, 678-3360 (Emma Weaver)

**Office hours:** Tues, 4-5, Wed. by appt., Thurs. 2-3

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In our fast paced and increasingly competitive world, public administrators must continuously work to become more effective and high quality managers. Public accountability rightfully expects efficient and effective use of organizational and individual resources. Thus, public administrators must become knowledgeable about managing public funds, public programs, and the human/physical capital necessary to deliver public services/goods. A comprehensive MPA curriculum provides students with the knowledge, skills, and competencies essential for effectively managing organizational resources. This course focuses on those skills needed to effectively manage people and relationships. Important to professional development and continued personal effectiveness, the course will also attempt to imbue students with the desire for "lifelong learning" and ongoing career development.

The assignments are intended to reinforce the critical thinking process and begin to develop your understanding of the intellectual foundations of public management as well as help you develop managerial skills.

#### **Course Objectives:**

- A. Demonstrate an ability to apply public management concepts to the practice of public administration.
- B. Develop knowledge about building working relationships, developing and applying innovative managerial strategies and techniques, seeking and using strategic information, structuring systems and processes, and implementing quality management processes.
- C. Assure the development of individual professional supervisory and managerial understanding and insights.

#### **Texts:**

Leslie Rue and Lloyd Byars. *Supervision: Key Link to Productivity*. 9th edition, paper. Boston, MA: McGraw-Hill, 2007. ISBN: 0-07-305439-9. **RB**

Mark H. Moore. *Creating Public Value*. Cambridge, MA: Harvard University Press, 1995. ISBN: 0-674-17557-3. **MM**

Electronic Hallway Cases: *Customer Service Innovations at the Seattle Solid Waste Utility* and *Improving Decision-Making and Patron Service in the King County Library System*.

Other readings as assigned.

**Highly Recommended:**

American Psychological Association, *Publication Manual*. 5<sup>th</sup> edition, paper, 2001. ISBN: 1-55798-791-2.

David Keirse and Marilyn Bates. *Please Understand Me: Character & Temperament Types*. 4<sup>th</sup> edition, paper, 1984. Del Mar, CA: Prometheus Nemesis. ISBN: 0-9606954-0-0. **OR** Otto Kroeger, Janet M. Thuesen, and Hile Rutledge. *Type Talk at Work: How the 16 Personality Types Determine Your Success on the Job*. Revised edition, paper. Dell Publishing, 2002. ISBN: 0440509289.

**Class Requirements:**

This course will use an individualized and web-enhanced format.

**Assignments:**

All of the assignments are to encourage students to develop their critical thinking skills and to assure that the work on the major project has focus and direction; I hope that there will be some of such high quality that they can be presented at a conference. See WebCT Discussion page for postings and Assignment page for submitting assignments electronically.

**Public Management Research—Supervision Issues (total 75%)**

Students will individually research specific topics related to key concepts of supervision including motivation, power, negotiation, group processes, gender equity, issues of race and class, organization culture, organization change, quality management, and organizational politics. Other topics are possible but should be discussed with the instructor before proceeding. The “spirit” of the mini-assignments listed below is to assure that students stay focused and complete the major research paper.