

FES4045: Personnel Management for Emergency Services

COURSE DETAILS: 3 Credit Hours
Spring Semester 2020
Online

INSTRUCTOR: Dennis Mitterer
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OFFICE HOURS: I can be contacted at any time. I check emails daily and should respond to any requests within 24 hours.

COURSE WEBSITE: <http://elearning.ufl.edu>

COURSE COMMUNICATIONS: Each semester students have many questions regarding course content and procedures. Questions pertaining to the good of all should be posted in the discussion board. Any question that is personal in nature should be sent to me through my email address or the Canvas mail tool. Under Florida law, any written communication created or received through the University of Florida is subject to disclosure to the public and the media, upon request, unless otherwise exempt. If you do not want your message or email address released in response to a public records request, do not send electronic mail to this address. Instead, contact me by phone.

REQUIRED TEXTBOOK:

Fire Service Personnel Management, 3rd Edition (2010): Steven T. Edwards, Brady Publishing (Pearson) ISBN 013512677

Physical Textbook: https://www.amazon.com/Fire-Service-Personnel-Management-MyFireKit/dp/0135126770/ref=sr_1_fkmr0_1?keywords=Fire+Service+Personnel+Management%2C+3rd+Edition+%282010%29%3A+Steven+T.+Edwards%2C+Brady+Publishing+%28Pearson%29+ISBN+013512677&qid=1561488286&s=gateway&sr=8-1-fkmr0

ADDITIONAL RESOURCE:

Publication Manual of the American Psychological Association, 6th ed. Washington, DC: American Psychological Association, 2010.

COURSE DESCRIPTION: This course examines relationships and issues in personnel management and human resource development within the context of fire-related (emergency management) organizations. Topics covered include personnel management, organizational development, productivity, recruitment and selection, performance management systems, discipline and collective bargaining.

PREREQUISITE KNOWLEDGE AND SKILLS: No prerequisites for the course are needed.

PURPOSE OF COURSE: This course provides the concepts and principles of the human resources management component of emergency services organizations that serve to reduce the risk to communities and environs. People are the most critical piece of a complex system that is found essential to maintaining the quality-of-life.

COURSE OBJECTIVES:

Upon completion of this course, you will be able to:

1. The student will better understand the role of quality human resources management.
2. The student will better understand human resource management issues.
3. The student will better understand laws, rules, procedures and processes affecting human resources management.
4. The student will be able to better analyze both simple and complex matters from recruitment to retirement.
5. The student will be able to formulate recommendations and solutions related to personnel management.
6. The student will be able to better explore organizational development and leadership issues that personnel in organizations.

HOW THIS COURSE RELATES TO THE STUDENT LEARNING OUTCOMES IN THE FIRE AND EMERGENCY SERVICES FINANCIAL MANAGEMENT COURSE:

1. The student will interpret and apply the terminology, concepts, methodologies and theories used within the human resource management profession.
2. The student expresses ideas in a convincing, organized, clear, coherent manner that is nearly error free and uses a style and language appropriate to the emergency services and the human resource management profession.
3. Submitted written assignments should include such elements as well-crafted paragraphs, a persuasive organizational structure (e.g., introduction, body, conclusion; or introduction, methods, results, discussion), well-supported claims, and appropriate and effective stylistic elements adhering to APA style 6th edition.
4. The student considers the issues from multiple perspectives, logically analyzes evidence from credible, relevant sources, and develops reasoned conclusions.

INSTRUCTIONAL METHODS: The course is designed for individual and group interactivity. It is important to post and respond to discussion questions in the course within the time frame allotted. Discussions should be completed early in the week that they are due to provide an opportunity for all students to participate. This provides a learning environment by networking with other students in the course. The assignments are individual base to give you the opportunity to do a variety of activities, in many cases, similar to what you will be doing in role as a leader in the emergency services profession.

COURSE POLICIES:

ATTENDANCE POLICY: The course is designed in module format. You should check the site at a minimum, weekly. You are required to complete the assignments including discussion questions within the time period designated on the module. Requirements for class attendance and make-up exams, assignments, and

other work in this course are consistent with university policies that can be found at:

<https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx>

ASSIGNMENTS & DISCUSSIONS: All assignments and discussions have a due date. Please be sure to check the dates and times they are due in each module. All due dates are set in order to provide consistency with the discussions and assignment submission. Each module will be opened early so you have time to read the material, formulate and answer discussions and finish and submit the assignment. Each discussion and assignment will be closed one week after the due date.

FINAL PROJECT: There is a final project for this course. There are no exams or quizzes. The final project will cover all material learned and discussed throughout the course.

MAKE-UP POLICY: You must contact me, prior to the assignment deadline if you are going to be late on any discussion or assignment to receive credit. In the event of an unforeseen inability to complete an assignment, due to technology, notify me as soon as possible.

LATE ASSIGNMENTS & DISCUSSIONS POLICY:

- Assignments 48 hours late will receive a 10% deduction in their grade.
- Assignments more than 48 hours but less than 30 days late will receive a 20% deduction in their grade.
- Assignments more than 30 days late but submitted during the semester will receive a 50% deduction in their grade.
- Discussions more than 48 hours late will receive a 25% deduction in their grade.
- Discussions more than 48 hours later will receive a 50% deduction in their grade.

Please note that any student that have less than 75% of their work complete for the semester cannot earn an “I” contract. If you have 75% of the work complete, you can propose an “I” contract to the instructor.

It is your responsibility to keep your instructor informed at all times. The instructor does have the right under extenuating circumstances with proper notification to assist the student by extending the above time requirements.

COURSE TECHNOLOGY: Class meetings may require a web camera and mic/audio. If you are not able to use a web camera you will need to at least provide audio/mic, you can call in on a phone also. Otherwise, discussions and assignments will be web based and submissions will occur electronically. If technology help is required, please contact the UF Help Desk at:

- <http://helpdesk.ufl.edu>
- (352) 392-HELP (4357)
- Walk-in: HUB 132

ONLINE COURSE EVALUATION: Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to provide feedback in a professional and respectful manner is available at <https://gatorevals.aa.ufl.edu/students/>. Students will be notified when the evaluation period opens, and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu un GatorEvals, or via <https://ufl.bluera.com/ufl/>. Summaries of the course evaluation results are available to students at <https://gatorevals.aa.ufl.edu/public-results/>.

UF POLICIES:

UNIVERSITY POLICY ON ACCOMMODATING STUDENTS WITH DISABILITIES: “Students with disabilities requesting accommodations should first register with the Disability Resource Center (352-392-8565, www.dso.ufl.edu/drc) by providing appropriate documentation. Once registered, students will receive an accommodation letter which must be presented to the instructor when requesting accommodation. Students with disabilities should follow this procedure as early as possible in the semester.”

UNIVERSITY POLICY ON ACADEMIC CONDUCT: UF students are bound by The Honor Pledge which states, “We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity by abiding by the Honor Code. On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: "On my honor, I have neither given nor received unauthorized aid in doing this assignment." The Honor Code (<http://www.dso.ufl.edu/sccr/process/student-conduct-honor-code/>) specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obligated to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult with the instructor or TAs in this class.

CLASS DEMEANOR OR NETIQUETTE: All members of the class are expected to follow rules of common courtesy in all email messages, threaded discussions and chats.

When communicating online, you should always:

- Treat everyone with respect, even in email or in any other online communication.
- Use clear and concise language.
- Remember that all college level communication should have correct spelling and grammar.
- Avoid slang terms such as “wassup?” and texting abbreviations such as “u” instead of “you”.
- Use standard fonts such as Times New Roman and use a size 12 or 14 pt. font.
- Avoid using the caps lock feature AS IT CAN BE INTERPRETTED AS YELLING.
- Be cautious when using humor or sarcasm as tone is sometimes lost in an email or discussion post and your message might be taken seriously or offensive.
- Be careful with personal information (both yours and other’s).

When posting on the Discussion Board in your online class, you should:

- Make posts that are on topic and within the scope of the course material.
- Take your posts seriously and review and edit your posts before sending.
- Be as brief as possible while still making a thorough comment.
- Always give proper credit when referencing or quoting another source.
- Be sure to read all messages in a thread before replying.
- Don’t repeat someone else’s post without adding something of your own to it.
- Avoid short, generic replies such as, “I agree.” Include why you agree or add to the previous point.
- Always be respectful of others’ opinions even when they differ from your own.
- When you disagree with someone, you should express your differing opinion in a respectful, non-critical way.
- Do not make personal or insulting remarks.
- Be open-minded.

GETTING HELP:

For issues with technical difficulties for Canvas, please contact the UF Help Desk at:

- <http://helpdesk.ufl.edu>
- (352) 392-HELP (4357)
- Walk-in: HUB 132

Any requests for make-ups due to technical issues MUST be accompanied by the ticket number received from the Help Desk when the problem was reported to them. The ticket number will document the time and date of the problem. You MUST email your instructor within 24 hours of the technical difficulty if you wish to request a make-up.

Other resources are available at <http://www.distance.ufl.edu/getting-help> for:

- Counseling and Wellness resources
- Disability resources
- Resources for handling student concerns and complaints
- Library Help Desk support

Should you have any complaints with your experience in this course please visit <http://www.distance.ufl.edu/student-complaints> to submit a complaint.

GRADING POLICIES:

METHODS BY WHICH STUDENTS WILL BE EVALUATED AND THEIR GRADE DETERMINED:

The grade is based on a point system. You divide the total number of earned points into the total amount of points available to determine your grade.

Assignment	Points
Grading Discussion Participation – 15 points each discussion	195 points
Assignments – 15 points each assignment	195 points
Final Project - comprehensive and applied	100 points
Total Grade	490 points

GRADING SCALE

A = 93.0 to 100% C = 73.0 to 76.9
A- = 90.0 to 92.9 C- = 70.0 to 72.9
B+ = 87.0 to 89.9 D+ = 67.0 to 69.9
B = 83.0 to 86.9 D = 63.0 to 66.9

B- = 80.0 to 82.9 D- = 60.0 to 62.9
 C+ = 77.0 to 79.9 F = below 60

INFORMATION ON CURRENT UF GRADING POLICIES FOR ASSIGNING GRADE POINTS:

To convert the final grade to credit hours please refer to by using the link to the web page:

<https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx>

Assignment	Points
Introduction – online post Read Syllabus and review course content Module 1 – Chapter 1: Overview of Personnel Management Discussion Assignment	15 points 15 points
Module 2 – Chapter 2: Workforce Issues of the 21 st Century Discussion Assignment	15 points 15 points
Module 3 – Chapter 3: Legal Issues Discussion Assignment	15 points 15 points
Module 4 - Chapter 4: Job Analysis and Design Discussion Assignment	15 points 15 points
Module 5 – Chapter 5: Fire Service Recruitment Discussion Assignment	15 points 15 points
Module 6 – Chapter 6: Selection for Employment and Promotion Discussion Assignment	15 points 15 points
Module 7 – Chapter 7: Training and Development Discussion Assignment	15 points 15 points
Module 8 – Chapter 8: Performance Appraisals Discussion Assignment	15 points 15 points
Module 9 – Chapter 9: Discipline Discussion Assignment	15 points 15 points
Module 10 – Chapter 10: Health and Safety Discussion Assignment	15 points 15 points

Module 11 – Chapter 11: Labor Relations and Collective Bargaining Discussion Assignment	15 points 15 points
Module 12 – Chapter 12: Productivity and Performance Discussion Assignment	15 points 15 points
Module 13 – Chapter 13: Fire Service Professional Development Discussion Assignment	15 points 15 points
Final Assignment	100 Points

COURSE SCHEDULE:

Week	Date	Topic	Reading	Assignment
1	1/6 – 1/12	Personnel Management	Chapter 1, pages 1 – 26	Discussion – View Video on Diversity Assignment – review questions on page 25
2	1/13 – 1/19	Workforce Issues	Chapter 2, pages 28 – 54	Discussion – Case study on page 53 Assignment – review questions on page 53
3	1/20 – 1/26	Legal Issues	Chapter 3, pages 56 - 87	Discussion – Diversity exercise Assignment – review questions on page 86
4	1/27 – 2/2	Job Analysis	Chapter 4, pages 88 - 106	Discussion – Training Assignment – review questions on page 105
5	2/3 – 2/9	Fire Service Recruitment	Chapter 5, pages 107 - 126	Discussion – Case Study on page 125 Assignment – review questions on page 125
6	2/10 – 2/16	Employment Selection	Chapter 6, pages 127 - 159	Discussion – Case Study on page 157 Assignment – review questions on page 157
7	2/17 – 2/23	Training and Development	Chapter 7, pages 160 – 201	Discussion – Case Study on page 199 Assignment – review questions on page 199
8	2/24 – 3/1	Performance Appraisal	Chapter 8, pages 202 – 226	Discussion – Productivity report Assignment – review questions on page 199

9	3/1 – 3/8	Fall Break		
10	3/9 – 3/15	Discipline	Chapter 9, pages 228 - 247	Discussion – Case Study on page 246 Assignment – review questions on page 246
11	3/16 – 3/22	Health and Safety	Chapter 10, pages 248 - 286	Discussion – Health and Safety Assignment – review questions on page 284
12	3/23 – 3/29	Labor Relations	Chapter 11, pages 288 – 320	Discussion – Case Study on page 319 Assignment – review questions on page 313
13	3/30 – 4/5	Productivity and Performance	Chapter 12, pages 321 – 348	Discussion – Case Study on page 346 Assignment – review questions on page 346
14	4/6 – 4/12	Professional Development	Chapter 13, pages 321 – 348	Discussion – End of course Assignment – review questions on page 365
16	4/13 – 4/26	Final Project		

Disclaimer: This syllabus represents my current plans and objectives. As we go through the semester, those plans may need to change to enhance the class learning opportunity. Such changes, communicated clearly, are not unusual and should be expected.

Last update: 11/29/2019