BUSN 6104
Evaluating Performance

Description

In this three-credit, 15-week online graduate course, explore how organizations are structured (both formally and informally), how they do what they do, and how they measure and optimize performance. Using your own experience combined with industry case studies and materials, analyze the climate in which you currently operate and apply methods to understand and optimize performance of your team.

Projects

Project 1: Organizational Culture

Examine current state of your organization’s culture, goals, organizational chart, and key stakeholders relative to desired state. Practice the skills of identifying and effectively articulating attitudes, practices, and behaviors that purposefully enhance organizational culture.

Project 2: Rules of Engagement

Craft an objective evaluation of your team’s behaviors and performance. Use team performance metrics to benchmark your team’s current state. Then identify any behaviors that may limit the team’s effectiveness. Create an action plan for improving performance including a set of “ground rules” for collaboration.

Project 3: Applications of Performance Evaluation

Leveraging your insights, develop an executable framework to communicate your plan to your team to achieve desired state. Anticipate responses to prepare for possible branches in the conversation. Then practice communicating your plan in a live panel presentation with your instructor and peers.

Outcomes

Completion of the course enables you to:

- Examine an organization’s structure, climate and performance evaluation metrics
- Leverage contextualized information to develop ground rules and effectively respond to organizational issues
- Develop and effectively communicate an action plan to improve individual and organizational performance
- Create a response framework to anticipate reactions to recommended change

Technology

This course is offered through the RensselaerStudio, providing ease of access to all course technologies and software required, any time, anywhere. Synchronous sessions are held via Zoom.

Features

Live, online synchronous sessions with the instructor and professionals from various industries are scheduled every 2-3 weeks throughout the semester. These sessions are designed to cultivate your understanding of course concepts and guide your approach as you gain insights from others.