

Area: Business & Computer Science  
 Dean: Kirsten Corbin  
 Phone: (916) 484-8361  
 Counseling: (916) 484-8572

Degrees: A.A. - Management  
 A.A. - Leadership  
 Certificates: Conflict Management  
 Management  
 Leadership  
 Introduction to Leadership in Action  
 Project Management  
 Department Certificates:  
 Leadership in Action: Organizational Learning  
 Leadership in Action: Organizational Systems  
 Leadership in Action: Organizational Teams  
 Leadership in Action: Organizational Variation

## DEGREES AND CERTIFICATES

### Management Degree

**Major Code: 011170A01**

This program is intended for those who wish to progress to positions of responsibility in their respective industry. Its strong management focus provides the knowledge and skills needed to progress into management positions. Topics include management communication, human resources, organizational behavior, diversity management, and business computer applications.

#### Student Learning Outcomes

*Upon completion of this program, the student will be able to:*

- incorporate leadership skills and abilities that are effective in managing a multicultural workforce.
- analyze practical business problems.
- apply current management philosophies to current management problems.
- integrate management principles in relationship to finance, personnel, products, services and information.
- communicate effectively verbally and in writing in various business settings.
- utilize critical thinking and research skills in the evaluation of alternative solutions.

<b>Requirements for Degree</b>		<b>24 Units</b>
MGMT 300	Introduction to Leadership in Action .....	3
MGMT 304	Introduction to Management Functions.....	3
MGMT 308	Personnel and Human Resources Management .....	3
MGMT 360	Management Communication.....	3
MGMT 362	Techniques of Management .....	3
MGMT 372	Human Relations and Organizational Behavior.....	3
<b>And a minimum of 6 units from the following:</b> .....		<b>6</b>
BUS 340	Business Law (3)	
CISA 306	Intermediate Word Processing (2)	
CISA 308	Exploring Word Processing and Presentation Software (1)	
CISA 316	Intermediate Electronic Spreadsheets (2)	
CISA 318	Exploring Spreadsheet Software (1)	
CISA 340	Presentation Graphics (2)	
MGMT 142	Project Management Techniques and Software (3)	

**Associate Degree Requirements:** The Management Associate in Arts (A.A.) Degree may be obtained by completion of the required program, plus general education requirements, plus sufficient electives to meet a 60-unit total. See ARC graduation requirements.

### Management Certificate

**Major Code: 011170C01**

This program is designed for those who wish to progress from entry-level positions in management and related areas. Topics include human resources, business law, management communication, and organizational behavior.

#### Student Learning Outcomes

*Upon completion of this program, the student will be able to:*

- analyze practical management problems.
- apply current management philosophies to current management problems.
- integrate management principles in relationship to finance, personnel, products, services and information.
- utilize critical thinking and research skills in the evaluation of alternative solutions.

<b>Requirements for Certificate</b>		<b>15 Units</b>
MGMT 304	Introduction to Management Functions.....	3
MGMT 308	Personnel and Human Resources Management .....	3
MGMT 360	Management Communication.....	3
MGMT 362	Techniques of Management .....	3
MGMT 372	Human Relations and Organizational Behavior.....	3

### Leadership Degree

**Major Code: 011173A01**

The Leadership degree program centers around the leadership and management functions essential to building world class organizations. It focuses on the design of effective organizational systems and includes customer service, effective planning, statistical analysis, teamwork, and leadership. It also includes systems design, development, measurement, and improvement. Additionally, it examines the study of physics, statistics, ethics, business communications, and organizational psychology.

#### Student Learning Outcomes

*Upon completion of this program, the student will be able to:*

- define the underlying principles and practices of leadership both personally and professionally.
- construct a systems approach to work, providing fundamental systems diagrams, flow charts, and functional methodologies for improvement.
- apply organizational strategies to ensure management functions are focused on the customer and measured for efficiency and effectiveness.

- analyze the relationship between leading and managing with an understanding of leadership styles and issues.
- develop team-centered corporate cultures to enhance organizational success.
- measure the importance of operations management in relationship to designing effective control procedures that evolve into a continual improvement approach to production strategies.

Requirements for Degree		24 Units
MGMT 300	Introduction to Leadership in Action .....	3
MGMT 320	Leadership in Action: Organizational Variation .....	3
MGMT 330	Leadership in Action: Organizational Teams .....	3
MGMT 340	Leadership in Action: Organizational Systems .....	3
MGMT 350	Leadership in Action: Organizational Learning .....	3
MGMT 142	Project Management Techniques and Software .....	3
<b>And a minimum of 6 units from the following:</b> .....		6
MGMT 374	Social Responsibility and Ethics in Management (3)	
PSYC 383	Introduction to Organizational Psychology (3)	
PHYS 310	Conceptual Physics (3)	

**Associate Degree Requirements:** The Leadership Associate in Arts (A.A.) Degree may be obtained by completion of the required program, plus general education requirements, plus sufficient electives to meet a 60-unit total. See ARC graduation requirements.

## Leadership Certificate

**Major Code: 011173C01**

This certificate focuses on the leadership and management functions essential to building world class organizations. It also includes concepts, such as customer satisfaction with emphasis on effective planning, systems design, statistical analysis, teamwork, and leadership. It includes the study of physics, statistics, ethics, and organizational psychology.

### Student Learning Outcomes

*Upon completion of this program, the student will be able to:*

- describe the underlying principles and practices of leadership
- construct a systems approach to work using fundamental systems diagrams, flow charts, and functional methodologies for improvement.
- analyze the relationship between leading and managing.
- develop team-centered corporate cultures to enhance organizational success.
- measure the importance of operations management in relationship to designing effective control strategies.

See [losrios.edu/gainful-emp-info/gedt.php?major=011173C01](http://losrios.edu/gainful-emp-info/gedt.php?major=011173C01) for Gainful Employment Disclosure.

Requirements for Certificate		27 Units
MGMT 142	Project Management Techniques and Software .....	3
MGMT 300	Introduction to Leadership in Action .....	3
MGMT 320	Leadership in Action: Organizational Variation .....	3
MGMT 330	Leadership in Action: Organizational Teams .....	3
MGMT 340	Leadership in Action: Organizational Systems .....	3
MGMT 350	Leadership in Action: Organizational Learning .....	3
MGMT 374	Social Responsibility and Ethics in Management .....	3
PHYS 310	Conceptual Physics .....	3
PSYC 383	Introduction to Organizational Psychology .....	3

## Introduction to Leadership in Action Certificate

**Major Code: 011596C01**

The Introduction to Leadership in Action certificate focuses on the leadership and management functions essential to building world class organizations in today's diverse and complex environments. It also addresses customer satisfaction with emphasis on the development of effective planning, systems design, statistical analysis, teamwork and leadership.

### Student Learning Outcomes

*Upon completion of this program, the student will be able to:*

- assess the underlying principles and practices of organizational leadership both personally and professionally.
- analyze and plan organizational strategies to ensure leadership and management functions are focused on the customer and measured for efficiency and effectiveness.
- distinguish between leading and managing as well as the effective design and use of groups and teams within organizational processes for the purpose of creating team-centered corporate cultures.

### Requirements for Certificate

Requirements for Certificate		15 Units
MGMT 300	Introduction to Leadership in Action .....	3
MGMT 320	Leadership in Action: Organizational Variation .....	3
MGMT 330	Leadership in Action: Organizational Teams .....	3
MGMT 340	Leadership in Action: Organizational Systems .....	3
MGMT 350	Leadership in Action: Organizational Learning .....	3

## Conflict Management Certificate

**Major Code: 011118C01**

This certificate focuses on identifying and understanding the underlying causes of workplace conflict and strategies for managing conflict effectively. It explores the impact of conflict on workplace communication, decision-making, and leadership. It covers practical and strategic skills to prevent escalation of conflict and defuse disruptive behaviors.

### Student Learning Outcomes

*Upon completion of this program, the student will be able to:*

- explain and assess the role personality and negotiating temperament play in workplace conflict management.
- analyze the negotiation process, strategies, and techniques for effective conflict resolution in the workplace.
- apply a situational approach to workplace conflict resolution.
- evaluate the benefits and drawbacks of various conflict management strategies in the context of the workplace.
- explain the key challenges to personnel and human resource management in developing the flexible and skilled workforce needed in governmental and private organizations.
- describe the effective philosophies of human behavior at work.
- define culture within the context of the United States workplace.

### Requirements for Certificate

Requirements for Certificate		12 Units
BUS 317	Managing Workplace Conflict .....	3
BUS 330	Managing Diversity in the Workplace .....	3
MGMT 308	Personnel and Human Resources Management .....	3
MGMT 372	Human Relations and Organizational Behavior .....	3

## Project Management Certificate

Major Code: 011169C01

This certificate covers the responsibilities of a project manager. It includes the knowledge needed to manage a project, control costs, and schedule resources. It also introduces the use of project management software to track project resources, tasks, and milestones. Included in the program are basic business and management theory, as well as accounting principles.

### Student Learning Outcomes

Upon completion of this program, the student will be able to:

- construct a basic plan of action utilizing project management software.
- compare and contrast various theories of leadership and motivation.
- explain the principles of project management with regard to case studies.
- demonstrate the ability to formulate a project plan, given specific scenarios.
- assess the inherent advantages and shortcomings in various software packages.
- interpret the basic elements of financial statements.
- apply the basic functions of management, such as planning and control functions.

### Career Opportunities

Organizations need employees who understand basic business and management theory and can manage a project from inception to completion. Employment outlook for the 2012-2022 period projects over 40,000 job openings nationally for Project Managers, in a variety of industries, as a “new and emerging” occupation.

Requirements for Certificate	12-13 Units
ACCT 101	Fundamentals of College Accounting (3).....3 - 4
or ACCT 301	Financial Accounting (4)
BUS 300	Introduction to Business.....3
MGMT 142	Project Management Techniques and Software (3).....3
or CISA 160	Project Management Techniques and Software (3)
MGMT 304	Introduction to Management Functions.....3

## DEPARTMENT CERTIFICATES

### Leadership in Action: Organizational Learning Certificate

This certificate centers on the basic business systems and the practical application of the tools of systems thinking. It focuses on the principles of Profound Knowledge as it relates to the planning processes of organizations, the manager’s ability to design and implement effective systems to the prediction of the strategic plans, and the measurement of the output and outcomes on overall effectiveness.

### Student Learning Outcomes

Upon completion of this program, the student will be able to:

- appraise organizational progress with the tools of Essential Process Analysis (EPA) to revise and design the delivery of organizational products and services.
- explore human capabilities of systems’ members.
- apply the theories of Emotional Intelligence at work.
- use the tools of information management to explore patterns in systems thinking.

Requirements for Certificate	9 Units
MGMT 300	Introduction to Leadership in Action.....3
MGMT 350	Leadership in Action: Organizational Learning.....3
MGMT 374	Social Responsibility and Ethics in Management.....3

### Leadership in Action: Organizational Systems Certificate

This certificate focuses on the holistic nature of life and examines organizations from this foundational perspective. It centers on the design, implementation and measurement of systems that carry out predefined actions as a result of anticipated events, identifies the nature of imperfect implementation technology and describes how system limitations complicate organizational progress.

### Student Learning Outcomes

Upon completion of this program, the student will be able to:

- evaluate the defining factors of a system by determining the purpose of the system, the events to which it must respond, its fundamental activities and the formation of both current and past events that the system must store in order to carry out its responses to establish and maintain system integrity.
- construct systems models of organizational processes specific to the individual’s work for the purpose of performance measurement and improvement.
- analyze the functionality of systems design in relationship to overall product output, organizational productivity and customer satisfaction.

Requirements for Certificate	9 Units
MGMT 300	Introduction to Leadership in Action.....3
MGMT 340	Leadership in Action: Organizational Systems.....3
PHYS 310	Conceptual Physics.....3

### Leadership in Action: Organizational Teams Certificate

This certificate centers around the elements of human psychology as it relates to organizational groups, work teams and self-managed teams. It provides a framework of individual self-study as it relates to interacting with others. Furthermore, it includes the design, development and implementation of high performance teams to maximize organizational success.

### Student Learning Outcomes

Upon completion of this program, the student will be able to:

- analyze the important aspects of group behavior and team process in relationship to individual psychological variance.
- identify the organizational and social benefits of group and team formation and the four stages of their development: forming, storming, norming and performing.
- measure the utilization and effectiveness of empowerment, teamwork and self-managed teams from a task and maintenance function perspective in teams as it relates to organizational success.
- apply team empowerment concepts relative to organizational effectiveness.

Requirements for Certificate	9 Units
MGMT 300	Introduction to Leadership in Action.....3
MGMT 330	Leadership in Action: Organizational Teams.....3
PSYC 383	Introduction to Organizational Psychology.....3

## Leadership in Action: Organizational Variation Certificate

This certificate centers on the importance of statistical knowledge of variation, variation patterns and the methodology and use of statistical tools to assist managers with the measurement and improvement of organizational processes. It emphasizes the practical application of statistical tools in the workplace.

### Student Learning Outcomes

Upon completion of this program, the student will be able to:

- apply statistical tools to effect direct improvement to critical variances in organizational performance.
- collect valid data on real-life organizational problems and perform statistical analysis.
- evaluate the methods of the Taguchi Loss Function in the development and design of administrative and service processes.
- compare and contrast the appropriate uses for Statistical Process Control (SPC) as an organizational tool to measure and improve overall systems effectiveness and customer satisfaction.

Requirements for Certificate		6 Units
MGMT 300	Introduction to Leadership in Action .....	3
MGMT 320	Leadership in Action: Organizational Variation .....	3

## Management

### MGMT 142 Project Management Techniques and Software 3 Units

Same As: CISA 160

Advisory: ENGWR 102 or 103, and ENGRD 116; OR ESLR 320 and ESLW 320; CISC 300

Hours: 54 hours LEC

This introductory course covers the responsibilities of a project manager. It includes the knowledge needed to manage a project, control costs, and schedule resources. It also introduces the use of project management software to track project resources, tasks, and milestones. This course is not open to students who have taken CISA 160.

### MGMT 230 Introduction to Purchasing Contracts 3 Units

Hours: 54 hours LEC

This course introduces students to purchasing contract theory and practice. Topics include Uniform Commercial Code, contractual business and legal risk mitigation, contract development for goods and services purchases, scope of work and specification development, and contract breach.

### MGMT 231 Negotiation Planning 3 Units

Hours: 54 hours LEC

This course introduces students to the concept of "total cost," and covers the skills to perform cost analysis in support of supplier selection and effective supplier negotiations. It also includes participatory exercises in mock negotiations using the techniques learned in this course.

### MGMT 233 Purchasing Organization Management 3 Units

Hours: 54 hours LEC

This course focuses on the management of a global or regional purchasing operation within a corporation. Concepts covered include organizational structure, hiring, success metrics, tactical and strategic purchasing focus areas, community and environmental obligations, purchasing code of ethics, purchasing policies and procedures, and eCommerce tools and applications.

### MGMT 295 Independent Studies in Management 1-3 Units

Hours: 54-162 hours LAB

Independent Study is an opportunity for the student to extend classroom experience in this subject, while working independently of a formal classroom situation. Independent study is an extension of work offered in a specific class in the college catalog. To be eligible for independent study, students must have completed the basic regular catalog course at American River College. They must also discuss the study with a professor in this subject and secure approval. Only one independent study for each catalog course will be allowed.

### MGMT 300 Introduction to Leadership in Action 3 Units

Course Transferable to CSU

Hours: 54 hours LEC

This course examines the underlying principles and practices of leadership and their implementation by both individuals and organizations. Topics include leadership traits, motivation, empowerment, communication, continuous process improvement, customer-focused management, and leading change.

### MGMT 304 Introduction to Management Functions 3 Units

Course Transferable to CSU

Hours: 54 hours LEC

This survey course covers a multitude of management subject areas, such as planning, organization, staffing, leadership and control, team development, communication, business ethics, and global management perspectives. It is a core requirement for management majors. This course provides an overview that is helpful for selecting a specific career and/or major in the field of management.

### MGMT 308 Personnel and Human Resources Management 3 Units

Course Transferable to CSU

Hours: 54 hours LEC

This course is an introduction to the study and analysis of personnel and human resource management. It covers essential topics, such as civil rights, labor law, and various management theories foundational to both public and private sector organizations. This course provides an overview that is helpful for selecting a specific career and/or major in the field of business or management.

### MGMT 320 Leadership in Action: Organizational Variation 3 Units

Course Transferable to CSU

Hours: 54 hours LEC

This course covers basic managerial statistics, with a focus on understanding variation, variation patterns, and how statistical tools can be used to improve existing organizational processes. It also focuses on the support and use of Statistical Process Control (SPC). Emphasis is placed on the immediate application of the tools in the workplace.

**MGMT 330 Leadership in Action:  
Organizational Teams 3 Units**

*Course Transferable to CSU  
Hours: 54 hours LEC*

This course covers basic knowledge of organizational team process with a focus on the practical application of teamwork, team leadership, and individual/group interactive skills. Emphasis is placed on the immediate application of the tools to the work place.

**MGMT 340 Leadership in Action:  
Organizational Systems 3 Units**

*Course Transferable to CSU  
Hours: 54 hours LEC*

This course covers basic knowledge of organizational systems with a focus on the practical application of vision, mission, support processes, and organizational improvement methodologies. Emphasis is placed on the immediate application of the tools to the work place.

**MGMT 350 Leadership in Action:  
Organizational Learning 3 Units**

*Course Transferable to CSU  
Hours: 54 hours LEC*

This course covers basic knowledge of organizational learning with a focus on the practical application of the concepts of theory and prediction, creating learning environments for structured organizational cultures, and the importance of courage, faith, and justice. Emphasis is placed on the immediate application of the tools to the work place.

**MGMT 360 Management Communication 3 Units**

*Advisory: ENGWR 102 or 103, and ENGRD 116 with a grade of "C" or better; OR ESLR 320 and ESLW 320 with a grade of "C" or better; and SPEECH 301 or 302 with a grade of "C" or better; OR placement through assessment process.  
General Education: AA/AS Area II(b)  
Course Transferable to CSU  
Hours: 54 hours LEC*

This course provides skill training in coping with communication problems in organizations. It includes the study of the communication process, the analysis of the barriers to effective oral and written communication, and the development of guidelines to improve interpersonal relations within organizations through the use of effective methods of communication.

**MGMT 362 Techniques of Management 3 Units**

*Advisory: ENGWR 102 or 103, and ENGRD 116 with a grade of "C" or better; OR ESLR 320 and ESLW 320 with a grade of "C" or better; OR placement through assessment process.  
Course Transferable to CSU  
Hours: 54 hours LEC*

This course is designed for supervisors and other entry level managers as well as those entering mid-management positions. It focuses on primary management functions of planning, organizing, controlling, and leading. Related skills, such as time management, cost control, performance evaluation, motivation, communication techniques, and the social responsibility of managers, are also emphasized.

**MGMT 372 Human Relations  
and Organizational Behavior 3 Units**

*Course Transferable to CSU  
Hours: 54 hours LEC*

This course emphasizes the psychology of human relations management. It covers human interaction principles that build confidence, competence, and positive attitudes in work organizations. Topics include the basis for human behavior, perception, communication, motivation, performance improvement, group behavior, ethics, and social responsibility.

**MGMT 374 Social Responsibility  
and Ethics in Management 3 Units**

*Advisory: ENGWR 102 or 103, and ENGRD 116 with a grade of "C" or better; OR ESLR 320 and ESLW 320 with a grade of "C" or better.  
General Education: AA/AS Area V(b)  
Course Transferable to CSU  
Hours: 54 hours LEC*

This course examines the ethical climate, management problems which need to be confronted and analyzed, the role integrity plays in the survival and productivity of American organizations, and social responsibility as it relates to management.

**MGMT 495 Independent Studies in  
Management 1-3 Units**

*Course Transferable to CSU  
Hours: 54-162 hours LAB*

This course provides the opportunity for students and faculty to design a learning environment around an area of management study as defined in a proposal and approved by the Management department for each individual area of study.