# Management
## | American River College

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.

| | | | |
|---|---|---|---|
| DIVISION DEAN | Kirsten Corbin (/about-us/faculty-and-staff-directory/kirsten-corbin) | 📇 | Business & Computer Science Division Office (/academics/arc-business-and-computer-science-division-office) |
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# Associate Degrees

## A.A. in Leadership

This 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.

### Degree Requirements

| COURSE CODE | COURSE TITLE | 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 |
| A minimum of 6 units from the following: | | 6 |
| MGMT 374 | Social Responsibility and Ethics in Management (3) | |
| PHYS 310 | Conceptual Physics (3) | |
| Total Units: | | 24 |

*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.*

### 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.

# A.A. in Management

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.

## Degree Requirements

| COURSE CODE | COURSE TITLE | UNITS |
| --- | --- | --- |
| MGMT 300 | Introduction to Leadership in Action | 3 |
| MGMT 304 | Principles of Management (3) | 3 |
| MGMT 308 | Personnel and Human Resources Management (3) | 3 |
| MGMT 360 | Management Communication (3) | 3 |
| MGMT 362 | Techniques of Management | 3 |
| MGMT 372 | Human Relations and Organizational Behavior | 3 |
| A minimum of 6 units from the following: | | 6 |
| 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) | |
| Total Units: | | 24 |

*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.*

## 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.

# Certificates of Achievement

## Conflict Management Certificate

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.

### Certificate Requirements

| COURSE CODE | COURSE TITLE | 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 |
| Total Units: | | 12 |

### 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

## Introduction to Leadership in Action Certificate

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.

### Certificate Requirements

| COURSE CODE | COURSE TITLE | UNITS |
|---|---|---|
| MGMT 300 | Introduction to Leadership in Action | 3 |
| MGMT 320 | Leadership in Action: Organizational Variation | 3 |

| COURSE CODE | COURSE TITLE | UNITS |
|---|---|---|
| MGMT 330 | Leadership in Action: Organizational Teams | 3 |
| MGMT 340 | Leadership in Action: Organizational Systems | 3 |
| MGMT 350 | Leadership in Action: Organizational Learning | 3 |
| Total Units: | | 15 |

## 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.

# Leadership Certificate

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.

## Certificate Requirements

| COURSE CODE | COURSE TITLE | 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 |
| Total Units: | | 24 |

## 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.

## Gainful Employment

The US Department of Education requires colleges to disclose a variety of information for any program that is eligible for financial aid that "prepares students for gainful employment in a recognized occupation." The following link provides Gainful Employment Disclosure information for this certificate program:

Gainful Employment Information for Leadership Certificate of Achievement (https://web.losrios.edu/gainful-emp-info/arc/30560/30560.htm)

# Management Certificate

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.

## Certificate Requirements

| COURSE CODE | COURSE TITLE | UNITS |
| --- | --- | --- |
| MGMT 304 | Principles of Management | 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 |
| Total Units: | | 15 |

## 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.

# Project Management Certificate

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.

## Certificate Requirements

| COURSE CODE | COURSE TITLE | 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 | Principles of Management | 3 |

| COURSE CODE | COURSE TITLE | UNITS |
|---|---|---|
| Total Units: | | 12 - 13 |

## 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 Information
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.

# 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.

### Certificate Requirements
| COURSE CODE | COURSE TITLE | 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 |
| Total Units: | | 9 |

## 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.

# 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.

## Certificate Requirements

| COURSE CODE | COURSE TITLE | UNITS |
|---|---|---|
| MGMT 300 | Introduction to Leadership in Action | 3 |
| MGMT 340 | Leadership in Action: Organizational Systems | 3 |
| PHYS 310 | Conceptual Physics | 3 |
| Total Units: | | 9 |

## 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.

# 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.

## Certificate Requirements

| COURSE CODE | COURSE TITLE | UNITS |
|---|---|---|
| MGMT 300 | Introduction to Leadership in Action | 3 |
| MGMT 330 | Leadership in Action: Organizational Teams | 3 |
| Total Units: | | 6 |

## 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.

# 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.

## Certificate Requirements

| COURSE CODE | COURSE TITLE | UNITS |
|---|---|---|
| MGMT 300 | Introduction to Leadership in Action | 3 |
| MGMT 320 | Leadership in Action: Organizational Variation | 3 |
| Total Units: | | 6 |

## 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 constrast the appropriate uses for Statistical Process Control (SPC) as an organizational tool to measure and improve overall systems effectiveness and customer satisfaction.

# Management (MGMT)

## MGMT 142 Project Management Techniques and Software

| Same As: | CISA 160 |
|---|---|
| Units: | 3 |
| Hours: | 54 hours LEC |
| Prerequisite: | None. |
| Advisory: | ENGWR 102 or 103, and ENGRD 116; OR ESLR 320 and ESLW 320; CISC 300 |

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.

## Student Learning Outcomes
Upon completion of this course, 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.

# MGMT 230 Introduction to Purchasing Contracts

| | |
|---|---|
| Units: | 3 |
| Hours: | 54 hours LEC |
| Prerequisite: | None. |

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.

## Student Learning Outcomes
Upon completion of this course, the student will be able to:

- explain the basics of purchasing contract theory (offer, acceptance, and consideration) and the utilization of contracts to mitigate business and legal risk.

- describe the importance of proper specifications and scope of work definition in contract development.

- analyze how the terms and conditions negotiated in a contract reflect components of total cost.

# MGMT 231 Negotiation Planning

| | |
|---|---|
| Units: | 3 |
| Hours: | 54 hours LEC |
| Prerequisite: | None. |

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.

## Student Learning Outcomes
Upon completion of this course, the student will be able to:

- explain the concept of "total cost," and differentiate between acquisition cost and total cost.

- differentiate between data-based and behavioral-based negotiation techniques and how they are used.

- express the necessary post-negotiation steps to ensure effective documentation of the outcome of supplier negotiations.

# MGMT 233 Purchasing Organization Management

| | |
|---|---|
| Units: | 3 |
| Hours: | 54 hours LEC |
| Prerequisite: | None. |

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.

## Student Learning Outcomes
Upon completion of this course, the student will be able to:

- summarize the purpose and role of the purchasing organization and its obligation to the company.

- explain the importance of purchasing success metrics and their role in assessing effective operations.

- express how purchasing policies and procedures are used to manage risk and improve results.

- articulate the role and importance of green purchasing initiatives.

# MGMT 295 Independent Studies in Management

| | |
|---|---|
| Units: | 1 - 3 |
| Hours: | 54 - 162 hours LAB |
| Prerequisite: | None. |

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.

## Student Learning Outcomes
Upon completion of this course, the student will be able to:

- demonstrate the importance of organizational processes for the area of study.

- analyze the issues of the area of study.

- define the terms of the area of study.

- apply the theories of the area of study.

# MGMT 300 Introduction to Leadership in Action

| | |
|---|---|
| Units: | 3 |
| Hours: | 54 hours LEC |
| Prerequisite: | None. |
| Transferable: | CSU |

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.

## Student Learning Outcomes
Upon completion of this course, the student will be able to:

- explain the role of individual and organizational educational processes for implementing leadership principles.

- apply principles of effective leadership in managing people and processes.

- describe basic relationships required to establish, maintain, and lead effective teams.

- compare differences between personal and organizational requirements of leadership and management.

# MGMT 304 Principles of Management

| | |
|---|---|
| Units: | 3 |
| Hours: | 54 hours LEC |
| Prerequisite: | None. |
| Transferable: | CSU |

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.

## Student Learning Outcomes
Upon completion of this course, the student will be able to:

- explain the concept that organizations are collections of people working together to achieve a common purpose.

- identify the duties managers accomplish to facilitate the achievement of organizational outcomes.

- define the five functions of management: planning, organizing, staffing, leading, and controlling in relationship to managerial situations.

- apply a variety of management philosophies to contemporary management problems.

- analyze the various process theories of motivation, such as Maslow, Alderfer, Hersberg, McGregor, and McClelland.

# MGMT 308 Personnel and Human Resources Management

| | |
|---|---|
| Units: | 3 |
| Hours: | 54 hours LEC |
| Prerequisite: | None. |
| Transferable: | CSU |

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.

## Student Learning Outcomes
Upon completion of this course, the student will be able to:

- explain the key challenges to personnel and human resource management in developing the flexible and skilled workforce needed in governmental and private organizations.

- evaluate the impact of cost pressures on human resource policies.

- apply personnel recruitment and selection methods.

- describe performance appraisal techniques.

- analyze the dynamics and legal foundations of labor and management relations.

# MGMT 320 Leadership in Action: Organizational Variation

| Units: | 3 |
|---|---|
| Hours: | 54 hours LEC |
| Prerequisite: | None. |
| Transferable: | CSU |

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.

## Student Learning Outcomes
Upon completion of this course, the student will be able to:

- apply the principles of fact-based management to improve organizational process.

- predict outcomes from valid data collection activities.

- use the results of data collection activities for organizational improvement.

- describe the value of a systems approach to the improvement of organizational processes.

- develop statistically valid customer survey questionnaires for customer feedback.

- analyze data using computer software.

# MGMT 330 Leadership in Action: Organizational Teams

| Units: | 3 |
|---|---|
| Hours: | 54 hours LEC |
| Prerequisite: | None. |
| Transferable: | CSU |

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.

## Student Learning Outcomes
Upon completion of this course, the student will be able to:

- apply the tools of teamwork to organizational process.

- demonstrate team visions and strategies to achieve organizational process excellence.

- construct training presentations, educational environments, and facilitation procedures.

- analyze team creativity and innovation leadership strategies for organizational change.

- describe conflict management approaches to resolve team problems, pressures, and conflicts.

# MGMT 340 Leadership in Action: Organizational Systems

| Units: | 3 |
|---|---|
| Hours: | 54 hours LEC |

| Prerequisite: | None. |
|---|---|
| Transferable: | CSU |

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.

## Student Learning Outcomes
Upon completion of this course, the student will be able to:

- apply the tools of systems thinking to organizational design and delivery of quality service.

- compare critical process analysis tools and team facilitation skills to the design of organizational systems.

- describe systems dynamics in information processing, internal team relations, and technical communications.

- evaluate the level of fear and its elimination or reduction to assess organizational processes.

# MGMT 350 Leadership in Action: Organizational Learning

| Units: | 3 |
|---|---|
| Hours: | 54 hours LEC |
| Prerequisite: | None. |
| Transferable: | CSU |

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.

## Student Learning Outcomes
Upon completion of this course, the student will be able to:

- define organizational integrity and how it is applied in organizations worldwide.

- demonstrate leadership strategies to provide integrity models for organizational learning.

- design a service model of quality for organizational learning.

- compare changes in leadership theory and practice between the classical industrial/bureaucratic leader and collaborative, team focused leaders.

# MGMT 360 Management Communication

| Units: | 3 |
|---|---|
| Hours: | 54 hours LEC |
| Prerequisite: | None. |
| 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. |
| Transferable: | CSU |
| General Education: | AA/AS Area II(b) |

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.

## Student Learning Outcomes
Upon completion of this course, the student will be able to:

- analyze the process of communication and how to engage in it effectively.

- apply the essential elements of clear and purposeful oral and written communications to effective organizational effectiveness.

- define the characteristics of multicultural communication and cultural difference in the communication process.

- evaluate the importance of effective communications in organizational performance, efficiency, and effectiveness.

# MGMT 362 Techniques of Management

| | |
|---|---|
| Units: | 3 |
| Hours: | 54 hours LEC |
| Prerequisite: | None. |
| 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. |
| Transferable: | CSU |

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.

## Student Learning Outcomes
Upon completion of this course, the student will be able to:

- apply principles of time management, cost control, and decision-making to managerial responsibilities.

- assess responsibilities of management both within the organization and to the local, state, federal, and global community.

- demonstrate leadership skills.

- organize activities to achieve organizational goals.

# MGMT 372 Human Relations and Organizational Behavior

| | |
|---|---|
| Units: | 3 |
| Hours: | 54 hours LEC |
| Prerequisite: | None. |
| Transferable: | CSU |

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.

## Student Learning Outcomes
Upon completion of this course, the student will be able to:

- explain major approaches to organizational behavior.

- analyze theories of human behavior at work.

- describe an effective philosophy of human behavior at work.

- demonstrate effective human interaction skills in the workplace.

# MGMT 374 Social Responsibility and Ethics in Management

| | |
|---|---|
| Units: | 3 |
| Hours: | 54 hours LEC |
| Prerequisite: | None. |
| 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. |
| Transferable: | CSU |
| General Education: | AA/AS Area V(b) |

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.

## Student Learning Outcomes
Upon completion of this course, the student will be able to:

- describe the importance of ethics in organizations.

- explain why ethics must be taught and nurtured in the workplace.

- analyze how current issues of quality, liability, and human relations, at the local, national, and international level are addressed in an ethical environment.

- describe the importance of integrity from all members of the organizations.

- evaluate traditional approaches, such as inspection and watchdog, for sound management.

# MGMT 495 Independent Studies in Management

| | |
|---|---|
| Units: | 1 - 3 |
| Hours: | 18 - 54 hours LEC |
| Prerequisite: | None. |
| Transferable: | CSU |

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.

## Student Learning Outcomes
Upon completion of this course, the student will be able to:

- describe the importance of organizational processes for the area of study.

- analyze the issues of the area of study.

- define the terms of the area of study.

- apply the theories of the area of study.

- construct models for the area of study.

# Faculty

### M. Douglas Hawley
Adjunct Faculty

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### Michael Hill
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