

MGMT – Management

MGMT 1100 - Principles of Management 3.000 Credits

Develops skills and behaviors necessary for successful supervision of people and their job responsibilities. Emphasis will be placed on real life concepts, personal skill development, applied knowledge and managing human resources. Course content is intended to help managers and supervisors deal with a dramatically changing workplace being affected by technology changes, a more competitive and global market place, corporate restructuring and the changing nature of work and the workforce. Topics include understanding the manager's job and work environment; building an effective organizational culture; leading, directing, and the application of authority; planning, decision-making, and problem-solving; human resource management, administrative management, organizing, and controlling.

MGMT 1105 - Organizational Behavior 3.000 Credits

Provides a general knowledge of the human relations aspects of the senior-subordinate workplace environment. Topics include employee relations principles, problem solving and decision making, leadership techniques to develop employee morale, human values and attitudes, organizational communications, interpersonal communications, and employee conflict.

MGMT 1110 - Employment Law 3.000 Credits

Develops a working knowledge of the laws of employment necessary for managers. Topics include employment law, the courts, Alternative Dispute Resolution (ADR), discrimination law, selecting applicants under the law, OSHA and safety, affirmative action, at-will doctrine, right to privacy, Fair Labor Standards Act (FLSA), Family Medical Leave Act (FMLA), workers compensation, unemployment compensation, and National Labor Relations Act.

MGMT 1115 - Leadership 3.000 Credits

This course familiarizes the student with the principles and techniques of sound leadership practices. Topics include characteristics of effective leadership styles, history of leadership, leadership models, the relationship of power and leadership, team leadership, the role of leadership in effecting change.

MGMT 1120 - Introduction to Business 3.000 Credits

This course is designed to provide the student with an overview of the functions of business in the market system. The student will gain an understanding of the numerous decisions that must be made by managers and owners of businesses. Topics include the market system, the role of supply and demand, financial management, legal issues in business, employee relations, ethics, and marketing.

MGMT 1125 - Business Ethics 3.000 Credits

Provides students with an overview of business ethics and ethical management practices with emphasis on the process of ethical decision-making and working through contemporary ethical dilemmas faced by business organizations, managers and employees. The course is intended to demonstrate to the students how ethics can be integrated into strategic business decisions and can be applied to their own careers. The course uses a case study approach to encourage the student in developing analytical, problem-solving, critical thinking and decision-making skills. Topics include an overview of business ethics; moral development and moral reasoning; personal values, rights, and responsibilities; frameworks for ethical decision-making in business; justice and economic distribution; corporations and social responsibility; corporate codes of ethics and effective ethics programs;

business and society: consumers and the environment; ethical issues in the workplace; business ethics in a global and multicultural environment; business ethics in cyberspace; and business ethics and the rule of law.

MGMT 2115 - Human Resource Management 3.000 Credits

This course is designed as an overview of the Human Resource Management (HRM) function and of the manager and supervisors role in managing the career cycle from organizational entry to exit. It acquaints the student with the authority, responsibility, functions, and problems of the human resource manager, with an emphasis on developing familiarity with the real world applications required of employers and managers who increasingly are in partnership with HRM generalists and specialists in their organizations. Topics include strategic human resource management, contemporary issues in HRM: ethics, diversity and globalization; the human resource/supervisor partnership; human resource planning and productivity; job description analysis, development, and design: recruiting, interviewing, and selecting employees; performance management and appraisal systems; employee training and development: disciplinary action and employee rights; employee compensation and benefits; labor relations and employment law; and technology applications in HRM.

MGMT 2120 - Labor Management Relations 3.000 Credits

Provides a student with an overview of the relationship of rank and file employees to management in business organizations. The nature of the workplace, the economic foundations of work organizations, and the history of the relationship between management and labor is examined. The course acquaints the student with the principles of developing positive relationships between management and labor within the context of the legal environment governing labor relations. Topics include the nature of the American workplace; the economic history of business organizations, the historical roots of labor-management relations; adversarial and cooperative approaches to labor relations; the legal framework of labor relations; employee-employer rights; collective bargaining and union organizing processes; union and nonunion grievance procedures; international labor relations; and the future of labor-management relations in a changing economy. Case studies, readings, and role-plays are used to simulate workplace applications in labor relations.

MGMT 2125 - Performance Management 3.000 Credits

Develops an understanding of how fostering employer/employee relationships in the work setting improves work performance. Develops legal counseling and disciplinary techniques to use in various workplace situations. Topics include the definitions of coaching, counseling, and discipline; importance of the coaching relationship; implementation of an effective counseling strategy; techniques of effective discipline; and performance evaluation techniques.

MGMT 2130 - Employee Training and Development 3.000 Credits

Addresses the challenges of improving the performance and career potential of employees, while benefiting the student in their own preparation for success in the workplace. The focus is on both training and career and personal development. Shows the student how to recognize when training and development is needed and how to plan, design, and deliver an effective program of training for employees. Opportunities are provided for the student to develop their own career plans, assess their work-related skills, and practice a variety of skills desired by employers. Topics include developing a philosophy of training; having systems approach to training and development; the context of training; conducting a needs analysis; critical success factors for employees; learning principles; designing and implementing training plans;

conducting and evaluating training; human resource development and careers; personal career development planning; and applications in interpersonal relationships and communication.

MGMT 2140 - Retail Management
3.000 Credits

Develops a working knowledge of managing a retail business from a variety of perspectives with an emphasis on store management. The emphasis is on contemporary issues in retailing, particularly the process of supervising customer service and dealing with the changing demographics of retailing. An application focus on the use of information technologies, the internet, and electronic retailing is intended to give the student hands-on experience in retail management. Topics include strategic retail management; store, non-store, and nontraditional retailing; retail human resource management; developing a customer-focused service strategy; managing customer service; retail operations and financial management; merchandise management; buying and inventory management; global, cataloging, and electronic retail management, information technology applications in retailing.

MGMT 2145 - Business Plan Development
3.000 Credits

Provides students with knowledge and skills necessary for a manager or entrepreneur to develop and implement a business plan. Topics include business/community compatibility, introduction to cash flow and break even analysis, development of product/service idea, determination of market feasibility, determination of financial feasibility, development of marketing strategy, development of operations outline, and application of financial concepts.

MGMT 2155 - Quality Management Principles
3.000 Credits

Familiarizes the student with the principles and methods of Quality Management (QM). Topics include the history of quality control, quality control leaders, quality tools, QM implementation, team building for QM, and future quality trends.

MGMT 2200 - Production/Operations Management
3.000 Credits
Prerequisites: Regular Status

This course provides the student with an intensive study of the overall field of production/operations management. Topics include role of production management/production managers, operational design, capacity planning, aggregate planning, inventory management, project management, and quality control/assurance.

MGMT 2205 - Service Sector Management
3.000 Credits

This course focuses on supervision in the service sector with special emphasis on team building, quality management, and developing a customer focus. The challenge of providing world-class customer service is addressed through sections on principles of service industry supervision, career development, problem solving, stress management, and conflict resolution. Topics include principles of service industry supervision, team building, customer service operations, TQM in a service environment, business software applications, communication in the service sector, introduction to information systems, selling principles and sales management, retail management, and legal issues in the service sector.

MGMT 2210 - Project Management
3.000 Credits

Provides a basic understanding of project management functions and processes. Topics include team selection and management; project planning, definition and scheduling of tasks; resource negotiation, allocation, and leveling; project control, monitoring,

and reporting; computer tools for project planning and scheduling; managing complex relationships between project team and other organizations; critical path methodology; and total quality management.

MGMT 2215 - Team Project
3.000 Credits

Prerequisites: Regular Status

This course utilizes team methodologies to study the field of management. It encourages students to discuss their perception of management practices which have been studied during the management program. Topics include current issues and problems in management and supervision and state-of-the-art management and leadership techniques. Students will be put into teams, will work on team projects to demonstrate their understanding of the competencies of this course, and will do peer evaluation. Potential team projects could include authoring a management book covering the competencies, videos, web sites, bulletin boards, and slide presentations among others.