



South Central College

MKT 1900 Principles of Management

Course Outcome Summary

Course Information

Description	This course will introduce the student to the responsibilities and roles of managers and supervisors. Course focus will be on topics related to the management functions of planning, organizing, leading and controlling. Project management, the decision-making process, organizational structures and team skills will be explored. (Prerequisites: None)
Total Credits	3
Total Hours	48

Types of Instruction

Instruction Type	Credits/Hours
Lecture	3/48

Institutional Core Competencies

Civic Engagement and Social Responsibility - Students will be able to demonstrate the ability to engage in the social responsibilities expected of a community member.

Communication - Students will be able to demonstrate appropriate and effective interactions with others to achieve their personal, academic, and professional objectives.

Critical and Creative Thinking - Students will be able to demonstrate purposeful thinking with the goal of using a creative process for developing and building upon ideas and/or the goal of using a critical process for the analyzing and evaluating of ideas.

Cultural Competence - Students will be able to demonstrate an attitude of personal curiosity, a rising knowledge of cultures, and an evolving range of skills for living and working among others with other worldviews and ways of life.

Course Competencies

1. Define the Manager's/Supervisor's job.

Learning Objectives

Define roles and responsibilities of managers and supervisors.

Examine modern management challenges (globalization, technology).

Conduct Goal setting activities.

Understand the four functions of management (planning, organizing, leading and controlling) and the type of executive management activities associated with each.

Understand the major ethical approaches, apply them to business situations and analyze their impact on management behavior.
Analyze the impact of changing demographics, increasing diversity, and globalization on the management process.

2. Examine processes involved in organizing an effective department.

Learning Objectives

Identify components of effective departments.
Identify the symbols involved in organizational charts.
Create an organizational chart.
Understand the structure and design of organizations, and how managers effectively perform in this type of setting in order to accomplish goals.
Understand the types and utility of systems and analyze how they are used to monitor and support achievement of strategic and tactical plans made by management.

3. Explore recruitment and retention.

Learning Objectives

Examine recruitment practices.
Find a job posting.
Explore retention practices.

4. Design controls.

Learning Objectives

Define operational controls.
Design control systems.
Study the symbols and methodology involved in flow charts.

5. Utilize decision making and problem solving skills.

Learning Objectives

Analyze decision-making processes.
Explore the process involved in using a grid analysis for making decisions.
Create a grid analysis for a particular decision using Excel or tables in Word.
Discuss the symbols and process involved in creating a decision.
Apply the principles and practices of decision-making skills to activities and individual in "real-world" managerial environments.

6. Examine ways to motivate employees.

Learning Objectives

Define motivation.
Examine human motivation theories.
Examine the theory of Machiavellianism.
Describe how supervisors can design jobs to maximize performance.
Discuss incentive plans.
Understand motivation in the workplace and apply motivation concepts to suggest improvements in the workplace.

7. Acknowledge various leadership styles.

Learning Objectives

Define leadership.
Identify traits of successful leaders.
Examine different leadership styles.
Differentiate between task centered leadership and people centered behavior.
Review examples of situational leadership.
Discuss self leadership.
Understand the historical and philosophical origins of management.
Apply current management theories and practices.
Analyze the personal traits and skills of effective leaders.

8. Examine effective communication styles.

Learning Objectives

Define communication.
Identify steps in the communication process.
List barriers to effective communication.
Appreciate the difficulties of effective communication.
Participate in active listening exercise.

9. Discuss supervising groups and work teams.

Learning Objectives

Contrast groups and teams.
Explain relationship between group cohesiveness and productivity.
Discuss leadership styles in informal groups.
Identify three categories of teams.
List actions a supervisor can take to improve team performance.
Understand and analyze the nature and role of organizational culture within an organization.
Understand how managers lead the process of organizational change.
Analyze the advantages, disadvantages, and best practices of utilizing teams within organizations.

10. Describe appraising employee performance.

Learning Objectives

Discuss the purpose of performance appraisal.
Differentiate formal and informal performance appraisal.
Contrast absolute and relative standards.
Define 360 degree evaluations.

11. Ensure a safe work environment.

Learning Objectives

Accept policies and laws in place to improve health and safety in the workplace.
Discuss place of OSHA in U.S. companies.
Explain what supervisors can do to prevent workplace accidents.
Discuss relationship between training programs and workplace safety.

12. Manage quality and performance.

Learning Objectives

Define control in organizations.
Use the Feedback-Control model in class process.
Examine hierarchical versus decentralized approaches.
Explore Total Quality Management processes and techniques.

SCC Accessibility Statement

South Central College strives to make all learning experiences as accessible as possible. If you have a disability and need accommodations for access to this class, contact the Academic Support Center to request and discuss accommodations. North Mankato: Room B-132, (507) 389-7222; Faribault: Room A-116, (507) 332-7222.

Additional information and forms can be found at: www.southcentral.edu/disability

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