

**NEOSHO COUNTY COMMUNITY COLLEGE
MASTER COURSE SYLLABUS**

COURSE IDENTIFICATION

Course Code/Number: MGMK 147

Course Title: Introduction to Management

Division: Applied Science (AS) Liberal Arts (LA) Workforce Development (WD)
 Health Care (HC) Lifetime Learning (LL) Nursing Developmental

Credit Hour(s): Three (3)

Effective Date: Fall 2013

Assessment Goal Per Outcome: 70%

COURSE DESCRIPTION

This course introduces the student to the concepts, terminology, principles, and theories that are the substance of management. Through the introduction of essential concepts that apply to the practice of management and by the use of examples and visuals to explain the complexities of management principles and theories, the student is allowed to form his/her own philosophy and unique understanding of management.

MINIMUM REQUIREMENTS/PREREQUISITES AND/OR COREQUISITES

None

TEXTS

The official list of textbooks and materials for this course is found on *myNeosho*.

<http://www.neosho.edu/ProspectiveStudents/Registration/CourseSyllabi.aspx>

GENERAL EDUCATION OUTCOMES

1. Practice Responsible Citizenship through:
 - identifying rights and responsibilities of citizenship,
 - identifying how human values and perceptions affect and are affected by social diversity,

- identifying and interpreting artistic expression.
2. Live a healthy lifestyle (physical, intellectual, social) through:
 - listing factors associated with a healthy lifestyle and lifetime fitness,
 - identifying the importance of lifetime learning,
 - demonstrating self-discipline, respect for others, and the ability to work collaboratively as a team.
 3. Communicate effectively through:
 - developing effective written communication skills,
 - developing effective oral communication and listening skills.
 4. Think analytically through:
 - utilizing quantitative information in problem solving,
 - utilizing the principles of systematic inquiry,
 - utilizing various information resources including technology for research and data collection.

COURSE OUTCOMES/COMPETENCIES (as Required)

1. Review different management concepts and styles as affected by ethics and social responsibility.
2. Evaluate the planning function as related to the manager's environment and as planning affects quality and productivity.
3. Analyze organizing principles and organizational designs as related to decision making.
4. Discuss the importance of communications and organizational culture as part of the staffing function and the relationship to motivation.
5. Outline how leadership styles can be used to promote teamwork and conflict resolution.
6. Evaluate the importance of the controlling function as related to operations management.

AT THE END OF THIS COURSE, A STUDENT SHOULD BE ABLE TO DO THE FOLLOWING COMPETENCIES:

1. Identify and explain the basic management functions.
2. Identify the primary roles and skills of managers.
3. Discuss the criteria used to evaluate a manager's performance.
4. **Evaluate several theories of management.**
5. Outline the basic contributions of the quantitative school of management thought.
6. Discuss components of the quality school of management thought.
7. Explain the three approaches by business to social responsibility.
8. Describe the relationship between law and ethics.
9. **Display a set of personal and business standards/values that are socially acceptable in regard to family, work, and diverse cultural situations.**
10. Discuss how customers influence the quality of goods and services.
11. Relate quality, productivity, and profitability to one another.
12. Discuss the commitments required to improve quality and productivity at top, middle, and lower management.
13. Discuss why organizations are open systems.
14. Identify the elements in an organization's internal environment.
15. **Describe the importance of conducting an environmental scan and/or a SWOT analysis as related to proactive planning.**
16. Explain the importance of planning.

17. **Discuss different kinds of planning as related to different levels of management.**
18. Discuss various ways to make plans effective.
19. Identify and discuss the steps in decision-making.
20. Identify and describe the personal attributes that influence decision-making.
21. Discuss the value of group decision-making and identify three techniques of group decision-making.
22. **Evaluate elements of the organizing process.**
23. Explain the concept of power and its sources.
24. Define authority and explain how line, staff, and functional authority differ.
25. **Compare an informal organization to a formal organization.**
26. Distinguish between mechanistic and organic organizational structures.
27. Explain the meaning of organizational design.
28. **Explain the role of managers and employees in creating an organizational culture.**
29. Distinguish between planned and unplanned change.
30. Distinguish between evolutionary change and revolutionary change.
31. Explain why people resist change and what managers can do to overcome that resistance.
32. Explain the purpose of an organizational development program.
33. **Recognize the importance of attendance and personal appearance in achieving organizational and career goals.**
34. Contrast equal employment opportunity with affirmative action in the staffing process.
35. List and describe the primary screening devices used in the selection process.
36. Explain the purposes of performance appraisal.
37. Explain the differences and similarities between training and development.
38. **Evaluate elements of the staffing function.**
39. **Demonstrate the proper use of different forms of electronic communications.**
40. **Display adequate human relation skills and recognize the relationship to customer service, employee relations, teamwork, and productivity.**
41. Describe the informal communication channel known as the grapevine.
42. List and explain the barriers to organizational communication.
43. Describe the responsibilities of senders and receivers during the communication process.
44. List the five levels of needs according to Maslow's theory and give an example of each.
45. Discuss the impact of hygiene and motivation factors in the work environment.
46. Discuss the relationship between reinforcement and motivation.
47. Explain the relationship between expectations and motivation.
48. Describe how managers can structure the environment to provide motivation.
49. Discuss a leader's use of task-centered and people-centered approaches.
50. **Contrast several theories of motivation.**
51. Discuss the three decision-making styles used by leaders.
52. Identify and discuss the roles of team members.
53. **Evaluate the benefits and costs of team-based management.**
54. Discuss positive and negative aspects of conflict in an organization.
55. Identify the sources of conflict in an organization.
56. Describe at least two functions of an effective information system.
57. Discuss several challenges that must be met by managers of an information system.
58. **Analyze the main elements of a control process.**

59. Discuss the nature of feedforward, concurrent, and feedback controls.
60. Describe the importance of a control system.
61. **Demonstrate the use of basic accounting terminology, principles, and practices involving business situations.**
62. Discuss the purpose of a budget, the types of budgets, and the approaches to budgeting.
63. **Demonstrate a basic knowledge of marketing.**
64. Explain ratio analysis and how used by management.
65. Describe marketing control techniques used in businesses.
66. Describe several human resource control techniques used in businesses.

Note: Competencies listed in bold type are part of overall program outcomes.

MINIMUM COURSE CONTENT

- Part I. MANAGEMENT CONCEPTS
- A. Management: an Overview
 - B. Management Thought: Past and Present
 - C. Management Ethics and Social Responsibility
 - D. Management's Commitment to Quality and Productivity
- Part II. PLANNING AND DECISION MAKING
- A. The Manager's Environment
 - B. Planning and Strategic
 - C. Making Decisions
- Part III. ORGANIZING
- A. Organizing Principles
 - B. Organizational Design, Culture and Change
- Part IV. STAFFING
- A. Staffing the Workforce
 - B. Communication: Interpersonal and Organizational
 - C. Human Motivation
- Part V. LEADING
- A. Leadership
 - B. Team Management and Conflict
- Part VI. CONTROLLING
- A. Information Management Systems
 - B. Controlling: Purpose, Process and Techniques

STUDENT REQUIREMENTS AND METHOD OF EVALUATION

INSTRUCTIONAL METHODS

1. Lecture and class discussion
2. Use of visual aids
3. Field trips and/or guest speakers
4. Student assignments
5. Unit or chapter tests
6. Case studies

STUDENT REQUIREMENTS

An effort will be made to grade students on all types of performance: oral, written, daily, periodic, special contributions, homework, and projects. The instructor will endeavor to arrive at the course grade in the following manner:

Daily Test and Daily Coursework.....	60%
Participation and Cooperation.....	10%
Notebook Assignments.....	10%
Final Exam.....	20%

GRADING SCALE

90% and above = A 80% to 89% = B 70% to 79% = C 60% to 69% = D 59% and below = F

GRADES ARE ROUNDED TO THE NEAREST WHOLE NUMBER. FOR EXAMPLE, 89.5% WILL BE ROUNDED TO 90% WHEREAS, 89.49% WILL BE ROUNDED TO 89%.

ASSESSMENT OF STUDENT GAIN

The purpose of assessing student learning at Neosho County Community College is to ensure the educational purposes of the institution are met and appropriate changes are made in program development and classroom instruction to allow for student success.

Attendance Policy

1. NCCC values interactive learning which promotes student engagement in the learning process. To be actively engaged, the student must be present in the learning environment.
2. Unless students are participating in a school activity or are excused by the instructor, they are expected to attend class. If a student's absences exceed one-eighth of the total course duration, (which equates to one hundred (100) minutes per credit hour in a face-to-face class) the instructor has the right, but is not required, to withdraw a student from the course. Once the student has been dropped for excessive absences, the registrar's office will send a letter to the student, stating that he or she has been dropped. A student may petition the chief academic officer for reinstatement by submitting a letter stating valid reasons for the absences within one week of the registrar's

notification. If the student is reinstated into the class, the instructor and the registrar will be notified. Please refer to the Student Handbook/Academic Policies for more information

3. Absences that occur due to students participating in official college activities are excused except in those cases where outside bodies, such as the State Board of Nursing, have requirements for minimum class minutes for each student. Students who are excused will be given reasonable opportunity to make up any missed work or receive substitute assignments from the instructor and should not be penalized for the absence. Proper procedure should be followed in notifying faculty in advance of the student's planned participation in the event. Ultimately it is the student's responsibility to notify the instructor in advance of the planned absence.

ACADEMIC INTEGRITY

NCCC expects every student to demonstrate ethical behavior with regard to academic pursuits. Academic integrity in coursework is a specific requirement. Definitions, examples, and possible consequences for violations of Academic Integrity, as well as the appeals process, can be found in the College Catalog, Student Handbook, and/or Code of Student Conduct and Discipline.

ELECTRONIC DEVICE POLICY

Student cell phones and other personal electronic devices not being used for class activities must not be accessed during class times unless the instructor chooses to waive this policy.

NOTE

Information and statements in this document are subject to change at the discretion of NCCC. Students will be notified of changes and where to find the most current approved documents.

ACCOMMODATIONS

If you are a student with a disability who may need accommodation(s), in compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990, please notify the Dean of Student Services in the Student Services Office, Sanders Hall, 620-432-0304, on the Chanute Campus, or the Dean for the Ottawa and Online Campuses, 785-248-2798, on the Ottawa Campus as soon as possible. You will need to bring your documentation for review in order to determine reasonable accommodations, and then we can assist you in arranging any necessary accommodations.

NON-DISCRIMINATION POLICY

The following link provides information related to the non-discrimination policy of NCCC, including persons with disabilities. Students are urged to review this policy.

<http://www.neosho.edu/Departments/NonDiscrimination.aspx>

SEXUAL MISCONDUCT POLICY (TITLE IX)

At NCCC, it is the responsibility of an instructor to help create a safe learning environment in the classroom, including both physical and virtual classrooms. All instructors are considered mandatory reporters at NCCC, therefore any information regarding sexual misconduct that is shared by a student in one-on-one meetings with the instructor must be reported to appropriate personnel at the College. Instructors will keep the information private to the greatest extent possible, but it is not confidential. Generally, climate surveys, classroom writing assignments or discussions, human subjects research, or events such as Take Back the Night events do not provide notice that must be reported to the Coordinator by employees, unless the reporting party clearly indicates that they wish a report to be made.

The following link provides information related to the sexual misconduct policy of NCCC, including resources, reporting options, and student rights. Students are urged to review this policy.

<http://www.neosho.edu/TitleIX.aspx>

COURSE NOTES

VOCATIONAL/CAREER COURSE DOCUMENTATION

This course is one course from the approved program in Vocational Business/Office and Information Systems. It is taken by those who wish to further develop office management skills and by those who seek positions in the administrative office field.

ADVISORY COUNCIL INVOLVEMENT

The Business/Office and Information Systems program maintains a Board of Reference for this vocational component. The coordinator communicates with the Board on a regular basis concerning issues or problems that occur and meets with the group one or two times each year.