# Course Description

This course is divided out into three modules. Module 1describes the general nature of management in terms of management levels, functions, roles, and skills. It evaluates components of the organizational environment. Module 2 details the four functions of management: planning, organizing, commanding/leading, and monitoring. It provides an overview of planning, describes criteria selection plans, and presents an analysis of strategic management. The basics of managerial decision making are discussed based on managerial roles. Module 3describes essentials of organization design, job design, performance objectives and evaluation methods, organizational culture, and human resource management. The lesson also outlinesmediation, the leadership function, covering both the practical aspects and the theoretical underpinnings of leadership and controlling/monitoring, motivation, groups and teams, interpersonal communication, and managing change in organizations.

# University Learning Outcomes (ULO)

* **ULO1**:Knowledge of Human Cultures and the Physical and Natural World
* **ULO2**: Intellectual and Practical Skills
* **ULO3**: Personal and Social Responsibility
* **ULO4**: Integrative and Applied Learning
* **ULO5**: Immersed in the Critical Concerns of the Sisters of Mercy of the Americas

# Program Learning Outcomes (PLO)

* **PLO1**: Students will effectively research and communicate in writing (in APA format) ideas and arguments associated with business leadership and management issues. (ULO 1, 3, 4)
* **PLO2**: Students will apply knowledge and skills to develop a comprehensive business plan which demonstrates competency in the following areas: management, operations, finance, and marketing. (ULO 2, 4)
* **PLO3**: Apply critical thinking to real life work problems through the application of theoretical and experiential knowledge. (ULO 1, 2, 4)
* **PLO4**: Students will identify issues and strategies related to ethics and corporate social responsibility and its implications for business. (ULO 2, 3, 4)

# Course Outcomes (CO)

* **CO1**: To introduce the student to the increasingly complex role of the modern manager and to the many internal forces which affect that role. *(PLO1, 2, 3)*
* **CO2**: To familiarize the student with the functions and techniques of management and its associated terminology and to assist the student in relating these functions and techniques to current business events. *(PLO1, 2, 3, 4)*
* **CO3**: To encourage the student to expand his or her interest in business organization and development, especially as it pertains to the practice of management. *(PLO1, 2, 3)*

**Student Expectations**

Students are expected to:

* Ask probing and insightful questions related to course content.
* Make meaningful and relevant connections and application to their own learning process.
* Be productive and contributing members of class discussions.

# Suggested Point Values

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Assessment** | **Point Value** | **Due** |
| **Week 1** | |  |  |
|  | Module 1: DQ | 6 | <insert due date> |
|  | Entertainment Blog | 8 | <insert due date> |
|  | SWOT Analysis | 8 |  |
|  | Managerial Situations | 10 |  |
| **Week 2** | |  |  |
|  | Mediation Steps | 8 | <insert due date> |
|  | Conflict Situations | 8 |  |
|  | Newsletter | 10 |  |
| **Week 3** | |  |  |
|  | Employee Evaluation | 8 | <insert due date> |
|  | Executive Summary | 8 |  |
|  | Motivation List Blog | 8 |  |
| **Total Points** | | **82** |  |

# Course Schedule

|  |  |  |
| --- | --- | --- |
| **Week** | **Start** | **End** |
| One | <insert start date> | <insert end date> |
| Two |  |  |
| Three |  |  |

# Weekly Learning Modules

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| --- | --- | --- | --- |
| Module One: Management Role and Functions | |  | |
| ***Learning Objectives*** | | ***Alignment*** | |
| * 1. Define the four functions of management. | | CO1, 2, 3 | |
| * 1. Compare the leadership and management roles. | | CO1, 2 | |
| * 1. Evaluate employee performance using the strengths, weaknesses, opportunities, and threats (SWOT) analysis. | | CO1, 3 | |
| ***Required Learning Resources and Activities****: Students must complete any resources activities listed in this section as selected by the instructor.* | | ***Alignment*** | ***Pages/AIE/***  ***Generic*** |
| **Review** the following PowerPoint presentations:   * Leadership * Managerial Decision Making * Managing   **Post** any new insights or questions to the Module 1 Questions forum. | | 1.1, 1.2 | Lecture Activity = 1hr. |
| **Articles**  **Review** the following articles:   * “What are the Four Basic Functions that Make Up the Management Process”: <http://smallbusiness.chron.com/four-basic-functions-make-up-management-process-23852.html> * “SWOT Analysis”: <http://www.quickmba.com/strategy/swot/> * “Section 14. SWOT Analysis”: <http://ctb.ku.edu/en/table-of-contents/assessment/assessing-community-needs-and-resources/swot-analysis/main> | | 1.1, 1.3 |  |
| **Videos**   * “SWOT Analysis” [5:21mins]: <https://www.youtube.com/watch?v=GNXYI10Po6A> * “How to SWOT Analysis” [5:23mins]: <https://www.youtube.com/watch?v=NVwQNOIu808> * “Four Functions of Management” [3:21mins]: <https://www.youtube.com/watch?v=AeHuH39M4QQ> | | 1.1, 1.3 |  |
| **Executive Summary Preparation**  The assignment Executive Summary is due in Module 3 and requires you to interview a manager of your choice to create a report.  **Review** the assignment and prepare to designate a time to interview a manager.  **Post** any questions you may have about this assignment to the Module 1 Questions forum. | | 3.1, 3.2, 3.3 | Guided Project = 1hr. |
| ***Assignment****: Students must complete the weekly assignment(s).* | | ***Alignment*** | ***Points/AIE/***  ***Generic*** |
| **Module 1: DQ**  **Choose** one of the following questions to answer and post a response in 150 to 200 words:   * What does management mean to you? How does this differ from the role of a leader? * How can a manager gain respect from his or her employees while being respected by his or her manager? Provide an example.   **Review** the responses of at least one other student expanding on their explanation. | | 1.1, 1.2 | Discussion = 1hr. |
| **Entertainment Blog**  **Select** a song that you feel reflects the four functions of management. The following is a brief example of a potential option.  *Example*:  “Everyday People” by Sly and the Family Stone (<https://www.youtube.com/watch?v=3JvkaUvB-ec>) -- Talks about diversity, managing different styles, teamwork, etc.  **Prepare** a PowerPoint presentation of 3 slides or a 1-page paper explaining how this song relates to the functions of management.  **Locate** an online video playing the chosen song or an online page of the lyrics.  **Post** thevideo or lyric link into the blog thread along with an attachment of your explanation. You may choose to review the examples provided by other students and post any new insight.  **Cite** any posted link according to APA guidelines. | | 1.1 | Blog = 1hr. |
| **SWOT Analysis**  **Complete** a personal SWOT Analysis using the worksheet provided.  **Submit** the completed SWOT Analysis worksheet. | | 1.2, 1.3 | Worksheet = 1hr. |
| **Managerial Situations**  **Write** a situation, based on a real life situation that touches each function of management (planning, organizing, leading, and controlling).  For each function, if you are a manager, write how you handled a work situation and explain why you chose your actions. If you are *not* a manager, write it based on how your manager managed you and how you would you handle the situation differently or similarly.  **Write** your scenario in 1 to 2 pages and submit through Blackboard. | | 1.1 | Paper = 1hr. |
| **Total** |  |  | **6hrs.** |
| **Notes** |  | | |

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| Module Two: Conflict Resolution Management | |  |  |
| ***Learning Objectives*** | | ***Alignment*** | |
| * 1. Identify the mediation steps to a conflict situation. | | CO1, 2 | |
| * 1. Explain the alternative approaches to problem solving. | | CO1, 2 | |
| * 1. Recommend the most effective conflict resolution method to solve a conflict situation. | | CO1, 2, 3 | |
| ***Required Learning Resources and Activities****: Students must complete any resources activities listed in this section as selected by the instructor.* | | ***Alignment*** | ***Pages/AIE/***  ***Generic*** |
| **Read** the article “Overcoming Team Conflict.” | | 2.2, 2.3 |  |
| **Review** the following PowerPoint presentations:   * Conflict: Good or Bad? * Conflict and Negotiation * Mediation 101   **Post** any new insights or questions to the Module 2 Questions forum. | | 2.1, 2.2, 2.3 | Lecture Activity = 1hr. |
| ***Assignment****: Students must complete the weekly assignment(s).* | | ***Alignment*** | ***Points/AIE/***  ***Generic*** |
| **Mediation Steps**  Understanding the steps involved in mediation is helpful in business, especially when in a managerial position. The ability to resolve complex conflict situations is a necessity in the workplace.  **Create** an outline of the major steps of mediation. After creating the outline, provide an example of a case study using the mediation steps. You may create a hypothetical scenario when providing the example.  **Submit** the completed outline with the examples. | | 2.1, 2.2, 2.3 | Problem Solving = 1hr. |
| **Conflict Situations**  **Develop** two of your own conflict situations, either personal or professional.  **Choose** the best problem-solving method for each situation.  **Explain** why you chose the method for each situation.  **Submit** your written work in 1 to 2 pages. | | 2.2, 2.3 | Case Study = 1hr. |
| **Newsletter**  You are part of the management team for your company and have recently been assigned a new task. You are responsible for spreading information on how to manage conflict.  **Create** a conflict management article that you would insert into your company’s newsletter. Focus on teambuilding and conflict problem solving. The article should be between 350 to 500 words.  You may use LucidPress.com (free sign-up with student e-mail required), or Microsoft Word to create a newsletter. Be creative by adding illustrations, tables, or videos.  **Post** your completed article to the Newsletter blog. You may choose to review the examples provided by other students and post any new insights. | | 2.1, 2.2, 2.3 | Paper = 1.5hrs. |
| **Total** |  |  | **4.5hrs.** |
| **Notes** |  | | |

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| Module Three: Management Effectiveness | |  |  |
| ***Learning Objectives*** | | ***Alignment*** | |
| * 1. Perform a job evaluation using HR best practices. | | CO1, 2, 3 | |
| * 1. Explain the characteristics of a good manager versus a bad manager. | | CO1, 3 | |
| * 1. Demonstrate alternative ways to motivate employees | | CO1, 2, 3 | |
| ***Required Learning Resources and Activities****: Students must complete any resources activities listed in this section as selected by the instructor.* | | ***Alignment*** | ***Pages/AIE/***  ***Generic*** |
| **Review** the following PowerPoint presentations:   * Human Resources Management * Jobs * Planning and Strategic Management * Ethics and Corporate Responsibility   **Post** any new insights or questions to the Module 3 Questions forum. | | 3.1, 3.2, 3.3 | Lecture Activity = 1hr. |
| **Leadership Theories**  **Review** the following videos and website regarding leadership theories:   * Ten Leadership Theories in Five Minutes [5:04mins]: <https://www.youtube.com/watch?v=xB-YhBbtfXE> * Leadership Theories: The 8 Major Leadership Theories: <http://psychology.about.com/od/leadership/p/leadtheories.htm>   **Post** any new insights or questions to the Module 3 Questions forum. | | 1.2, 3.3 | Lecture Activity = .5hr. |
| ***Assignment****: Students must complete the weekly assignment(s).* | | ***Alignment*** | ***Points/AIE/***  ***Generic*** |
| **Employee Evaluation**  **Review** and fill out the Employee Evaluation form. In the areas meant to be filled out by the supervisor, play the role of a good manager who is evaluating you and fill out that portion describing yourself.  **Submit** the completed Employee Evaluation form. | | 3.1 | Worksheet = 1hr. |
| **Executive Summary**  **Interview** a manager of your choice. You may ask them any question, but be sure to focus your questions on HR best practices and ways to motivate employees.  **Create** an executive summary outlining the characteristics of a good and bad manager. Include points regarding HR best practices and how to motivate your employees with a limited budget.  **Write** an executive summary of 1 to 2 pages detailing your findings based on the interview. | | 3.1, 3.2, 3.3 | Problem Solving = 1hr. |
| **Motivation List Blog**  **Prepare** a list of 20 ways to motivate employees with a minimum of 10 ways that should not cost more than $20.00.  **Write** a 1-page summary explaining why motivating your employees is crucial to being a good manager.  **Post** your list and summary to the Motivation List blog. You may choose to review the examples provided by other students and post any new insights. | | 3.2, 3.3 | Blog = 1hr. |
| **Total** |  |  | **4.5hrs.** |
| **Notes** |  | | |

# Breakdown of Academic Instructional Equivalencies

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| **Week 1** |  |  |
| Required |  | 6hrs. |
| Supplemental |  |  |
|  |  |  |
| **Week 2** |  |  |
| Required |  | 4.5hrs. |
| Supplemental |  |  |
|  |  |  |
| **Week 3** |  |  |
| Required |  | 4.5hrs. |
| Supplemental |  |  |
|  |  |  |
|  |  |  |
| **Total Required Hours** |  | 15hrs. |
| **Total Supplemental Hours** |  |  |
| **Total Hours** |  |  |