

COURSE OUTLINE

Business Management
Course Title

BU 120

Dept. & Course No.

I. COURSE DESCRIPTION

This course is an overview of management theory that introduces students to various management styles, models, and concepts, and helps them to understand the roles and duties of managers in today's business. Contemporary concepts of streamlined organization, teamwork, and employee empowerment are emphasized, as well as more traditional hierarchical management methods and organizations. Pre: BA110 and EN 95 (3 credits lec).

II. SEMESTER CREDITS: 3

III. CONTACT HOURS PER WEEK: 3 0 3
Lecture Lab Total

IV. PREREQUISITE: BA 110

V. STUDENT LEARNING OUTCOME

VI. COURSE CONTENT

Upon completion of this course, the student will be able, with at least 65% accuracy, to:

1. Analyze the role of management within an organization.
 - A. The Manager's Job.
 - 1) Types of managers
 - 2) Process and functions of management.
 - 3) Management roles.
 - 4) Basic Managerial skills and evolution of management thought
 - B. International Management and Cultural Diversity
 - 1) Definition
 - 2) Challenges facing the global managerial worker.
 - 3) Methods of entry into world markets.
 - 4) The scope and competitive advantage of managing diversity.
 - 5) Organizational practices to encourage diversity.
2. Describe major aspects of the international and cultural diverse environment facing managers.

3. Explain the importance of ethics and social responsibility.
4. Describe the planning function and the framework for its application.
5. Analyze how managerial workers solve problems and make decisions.
6. Explain the basic concepts relating to job design and work schedules.
7. Explain how organizations subdivide work among their units, the culture of organizations, and how to manage change.

- C. Ethics and Social Responsibility
 - 1) Business Ethics
 - 2) Social Responsibility
 - 3) Benefits derived from ethics and social responsibilities.
- D. Essentials of Planning
 - 1) The contribution of planning.
 - 2) A general framework for planning.
 - 3) Strategic Planning and development of business strategies.
 - 4) Management by objectives: A system of planning and review.
 - 5) Operating plans, policies, procedures, and rules.
- E. Problem Solving and Decision Making
 - 1) Non-programmed versus Programmed Decisions.
 - 2) Steps in problem solving and decision making.
 - 3) Influences on decision making.
 - 4) Creativity in managerial work
- F. Job Design and Work Schedules
 - 1) Basic concepts of job designs.
 - 2) Job involvement, enlargement, and rotation.
 - 3) Job crafting and job design.
 - 4) Ergonomics and job design.
 - 5) Modified work schedules and job design.
- G. Organizational structure, culture, and change.
 - 1) Bureaucracy as a form or organization.
 - 2) Departmentalization.
 - 3) Modification of the bureaucratic organizations.
 - 4) Delegation, empowerment, and decentralization.
 - 5) Organizational and managing change.

8. Explain the importance of human resource planning and the legal aspects of staffing.

9. Describe the characteristics and behaviors of leaders in organization, as well as useful leadership theories, and key leadership skills.

10. Evaluate teamwork and group decision making in the workplace and how they enhance organizational effectiveness.

11. Compare the types and strategies of control and how information system is used in effective control.

12. Critique ineffective performance as a control problems for which the manager can take corrective actions.

H. Staffing and Human Resource Management.

- 1) The Staffing Model
- 2) Strategic Human Resource Planning
- 3) Recruitment, selection, orientation, training and development.
- 4) Performance appraisal and compensation.

I. Leadership

- 1) The link between leadership and management.
- 2) The leadership use of power and authority.
- 3) Characteristics, traits, and behaviors of effective leaders.
- 4) Leadership skills and styles.

J. Teams, Groups, and Teamwork

- 1) Types of teams and groups.
- 2) Stages of group development.
- 3) Roles for team and group members.
- 4) Managerial actions for building teamwork.
- 5) Resolving conflict within teams and groups.

K. Essentials of Control

- 1) Types and strategies of control
- 2) Steps in control process.
- 3) Budgets and budgetary control techniques.
- 4) Managing cash flows and cost cutting.
- 5) Information systems and control.
- 6) Characteristics of effective controls.

L. Managing Ineffective Performers.

- 1) Factors contributing to ineffective performance.
- 2) The control model.
- 3) Coaching and constructive criticism.
- 4) Employee discipline
- 5) Dealing with difficult people.
- 6) Termination.

13. Describe methods for improving productivity and managing stress.

M. Enhancing Personal Productivity and Managing Stress.

- 1) Improve work habits and time management.
- 2) Understanding and reducing procrastination.
- 3) The nature of stress and burnout.
- 4) Stress Management Techniques.

VII. MATERIALS AND EQUIPMENT:

- A. Projector

VIII. TEXT:

DuBrin, Andrew J. (2012), Essentials of Management, ISBN 13: 978-0-538-47823-6, (9th Ed); Southwestern-Thomson, Inc.

IX. METHOD OF INSTRUCTION:

- A. Lecture/Discussion
- B. Research
- C. Presentation: Oral and Written
- D. Guests Speakers

X. METHOD OF EVALUATION:

The components with the corresponding weight in percent included in the computation of the final grade are:

Participation-----	15%
Class-work/Assignment-----	10%
Projects-----	25%
Chapter Tests-----	20%
Midterm Exam-----	15%
Final exam-----	15%
Total: -----	100%

The conversion of percent rating to letter grade is as follows:

90-100%-----	A
80-89%-----	B
70-79%-----	C
65-69%-----	D
0-64%-----	F



PALAU COMMUNITY COLLEGE
BU120 – Business Management
COURSE LEARNING OUTCOMES

During the course experience, the **course learning outcomes** (CLOs) will be assessed through the use of signature assignments. A rating scale will be used to determine the students' proficiency level of each CLO using specifically aligned assignments. The numerical ratings of 4, 3, 2 and 1 are not intended to represent the traditional school grading system of A, B, C, D and F. The descriptions associated with each of the numbers focus on the level of student performance for each of the course learning outcomes listed below.

- Rating Scale:**
- 4 ----- Exceeds Expectations
 - 3 ----- Meets Expectations
 - 2 ----- Developing
 - 1 ----- Below Expectations

Course Learning Outcome 1: Students will be able to gain a complete understanding of what a Manager stands for, along with his/her responsibility to the people and organization as a whole.

4	Perform the following tasks: <ul style="list-style-type: none"> a. Types and Roles of a Manager b. Types of Management Skills c. Awareness in entry into world markets d. Management diversity e. Decision making process behind Business Ethics f. Managers Social Responsibility <p>Complete all tasks with 90%-100% of above accuracy</p>
3	Complete all tasks with 70%-89% accuracy.
2	Complete all tasks with 60%-69% accuracy.
1	Complete all tasks with 59% or below accuracy.

Course Learning Outcome 2: Students will be able to effectively identify and explain the importance of planning and the factors that determine an effective decision as a result from plans done by the manager.

4	Perform the following tasks: <ul style="list-style-type: none"> a. Knowledge of the essentials of planning b. Different strategies for planning c. Creativity in a managerial work d. Job designs and work schedules e. Job crafting and ergonomics. f. Problem solving and decision making process <p>Complete all tasks with 90%-100% of above accuracy</p>
3	Complete all tasks with 70%-89% accuracy.
2	Complete all tasks with 60%-69% accuracy.
1	Complete all tasks with 59% or below accuracy.

Course Learning Outcome 3: Students will be able to describe, explain, and apply the different distinctions and parts of Organizations within a society, and the different strategies applied by managers to effectively achieve an organizations' goal.

4	<p>Perform the following tasks:</p> <ul style="list-style-type: none"> a. Types of organizational structures, cultures, and change b. Concept of departmentalization c. Concept of staffing within an organization d. Different types of strategic human resource planning e. Concept of leadership by performance f. Various characteristics, behaviors, and traits within an organization. <p>Complete all tasks with 90%-100% of above accuracy</p>
3	Complete all tasks with 70%-89% accuracy.
2	Complete all tasks with 60%-69% accuracy.
1	Complete all tasks with 59% or below accuracy.

Course Learning Outcome 4: Students will be able to effectively acknowledge the importance of teamwork and control within an organization and how they contribute to the effectiveness of an organizations goal.

4	<p>Perform the following tasks:</p> <ul style="list-style-type: none"> a. Knowledge in the Stages and Roles of Group development b. Knowledge in Resolving conflicts within teams of groups c. Acknowledge Managerial actions to teamwork and resolving conflicts. d. Knowledge in the Essentials of Control e. Identify Characteristics of effective control. <p>Complete all tasks with 90%-100% of above accuracy</p>
3	Complete all tasks with 70%-89% accuracy.
2	Complete all tasks with 60%-69% accuracy.
1	Complete all tasks with 59% or below accuracy.

Course Learning Outcome 5: Students will be able to comprehend the concept of productivity in terms of work performance.

4	<p>Perform the following tasks:</p> <ul style="list-style-type: none"> a. Knowledge on the idea of Enhancing Personal Productivity b. Knowledge in Managing stress. c. Knowledge on how to Improve work habits using time management d. Understanding and reducing procrastination e. Knowledge in The Nature of Stress Burnout <p>Complete all tasks with 90%-100% of above accuracy</p>
3	Complete all tasks with 70%-89% accuracy.
2	Complete all tasks with 60%-69% accuracy.
1	Complete all tasks with 59% or below accuracy.