

Management

Business & Family Science

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DEGREE

A.A.—Management

CERTIFICATE OF ACHIEVEMENT

Retail Management

See also:

Small Business Management / Entrepreneurship
(Business, page 103)

Program Description

This broad-based management program offers introductory courses as well as more specialized ones ranging from studies of the standard corporate organization to analyzing the small business.

Managers help organizations achieve their objectives through effective planning, organizing, directing, and controlling. The management program attempts to develop an understanding of the importance and diversity of its related fields.

This program prepares students for entry into a company management training program and upgrades the skills of those already working in industry, allowing them to advance to supervisory positions. Students planning vocations in personnel services or analyst positions in state or federal government service should also consider this degree program.

Career Opportunities

Branch Manager	Department Manager
First-line Supervisor	Office Manager
Plant Manager	Project Manager
Entrepreneur	Shift Supervisor
Small Business Owner/Manager	

Some Career Opportunities may require more than two years of college study.

Highlights

- Additional training in courses acceptable as electives for civil service professional occupations
- Hands-on experience in the use of computers for business purposes
- Opportunities for work experience in local industry, business, and government
- A lab with tutorial assistance

NOTE TO TRANSFER STUDENTS:

If you are interested in transferring to a four-year college or university to pursue a bachelor's degree in this major, it is critical that you meet with a CRC counselor to select and plan the courses for your major. Schools vary widely in terms of the required preparation. The courses that CRC requires for an associate's degree in this major may be different from the requirements needed for the bachelor's degree.

For information about the student learning outcomes for this program, see <http://www.crc.losrios.edu/pslo>

DEGREE

A.A.—Management

CODE #1169

REQUIRED PROGRAM.....Units

Business Core:

ACCT 301	Financial Accounting.....	4
BUS 310	Business Communication.....	3
BUS 330	Managing Diversity in the Workplace.....	3
BUS 340	Business Law.....	3
BUS 300	Introduction to Business.....	3
BUSTEC 302	Computer Keyboarding.....	2
MKT 300	Principles of Marketing.....	3
ECON 302	Principles of Macroeconomics or BUS 320 /ECON 320 Concepts of Personal Finance.....	3
CISC 310	Intro to Computer Information Science (3) or Four (4) units to include: CISC 302/JOUR 330 Computer Familiariz. (2) and Two (2) additional units selected from: CISA 305, 315, 320, 330, 340, 350; CISC 320, 355.....	3-4

Management Option:

MGMT 362	Techniques of Management.....	3
MGMT 372	Human Relations & Organizational Behavior.....	3
Plus three (3) units selected from:		3
BUS 210, 216, 218, 224; MGMT 150, 170, 171, 360; MKT 330.		
Plus three (3) units selected from:		3
MGMT 240, 242, 244, 246, 248, 250, 252, 254, 256, 258, 260, 262, 264, 266, 268, 270, 272, 274		
TOTAL UNITS REQUIRED		39-40

Suggested Electives:

ACCT 125, 311; MKT 120, 122

G.E. Graduation Requirements for this degree - see pages 20-21

CERTIFICATE OF ACHIEVEMENT

Retail Management

CODE #1175

REQUIRED PROGRAM.....Units

ACCT 101	Fundamentals of College Accounting (3) or ACCT 301 Financial Accounting (4).....	3-4
BUS 105	Business Mathematics.....	3
BUS 310	Business Communication or BUS 100 Business English or MGMT 360 Management Communication.....	3
CISA 305	Beginning Wordprocessing.....	2
CISA 315	Intro to Electronic Spreadsheets.....	2
MGMT 362	Techniques of Management.....	3
MGMT 308	Personnel & Human Resources Management.....	3
MGMT 372	Human Relations & Organizational Behavior.....	3
MKT 300	Principles of Marketing.....	3
MKT 312	Retailing.....	3
COMM 301	Introduction to Public Speaking or COMM 321 Interpersonal Communication.....	3
TOTAL UNITS REQUIRED		31-32

MANAGEMENT (MGMT)

MGMT 132

Facilitating Teams and Facilitation Tools 1 Unit

Prerequisite: None

Hours: 18 hours LEC

This short course is designed to give potential and practicing facilitators and understanding of the theories, practices, and tools of facilitation. The use of numerous checklists and experiential exercises are designed to allow immediate application of the tools and techniques in the work environment. Upon completion of this course, the student will be capable of identifying problems, delivering feedback, and coaching for continuous improvement.

MGMT 142

Project Management Techniques and Software 3 Units

Prerequisite: None

Advisory: CISC 302 or 310

Hours: 54 hours LEC

This is an introductory course covering the responsibilities of a project manager. It includes the knowledge needed to manage project resources. The course will also introduce the student to the use of project management software to track project resources, tasks and milestones.

MGMT 150

Organization Management 3 Units

Prerequisite: None

Hours: 54 hours LEC

This course gives managers the tools to organize workers in ways that will best meet the needs of a business at a particular time. Decision-making skills for various situations will be taught. Analysis of the business, its competition, and the need for change on an on-going basis will be stressed. Students will be using mathematical concepts, as well as reading and interpreting written and oral instructions.

MGMT 160

Labor-Management Relations 3 Units

Prerequisite: None

Hours: 54 hours LEC

This course analyzes the dynamics between labor and management. The course emphasis is placed on the need for mutual satisfaction to have a good working relationship. Students will be made aware of special considerations necessary in collective bargaining to ensure a "win-win" collaborative contract. Students will be using mathematical concepts, as well as reading and interpreting written and oral instructions.

MGMT 176

Introduction to Supervision 3 Units

Prerequisite: None

Hours: 54 hours LEC

This introductory course in supervision is designed to meet the needs of students making the transition from employee to supervisor. Employee motivation, morale, working conditions, communications with employee groups, counseling and interviewing workers, group dynamics, and case studies from business are used to prepare the new supervisor. Students will be using mathematical concepts as well as reading and interpreting written and oral instructions.

MGMT 240

How to Build Employee Morale and Motivate Employees .5 Units

Prerequisite: None

Hours: 9 hours LEC

Motivation is one of the key ingredients in employee performance and productivity. When workers have clear work objectives, the right skills, and a supportive work environment, they won't get the job done without sufficient motivation to achieve those work objectives. This course introduces a series of motivational theories that the manager can use to successfully meet the needs of individual workers and improve productivity on the job. All work must be completed, turned in, and the final exam completed prior to the first day of the regularly scheduled semester finals.

MGMT 242

Applied Motivational Practices .5 Units

Prerequisite: None

Hours: 9 hours LEC

This is a class in advanced motivational practices that may be used to motivate employees to improve their productivity. Motivational theories are used as a tool to improve the performance of associates. A feeling of appreciation is critical in the increased productivity of employees and this unit provides instruction in how to accomplish these desired outcomes. All work must be completed, turned in, and the final exam completed prior to the first day of the regularly scheduled semester finals.

MGMT 244

Stress Management .5 Units

Prerequisite: None

Hours: 9 hours LEC

An outline of stress and its causes and consequences will be discussed. Why it affects people differently will be explained. The physiological, psychological and behavior of stress will be examined. Five ways will be identified to manage stress in the workplace. This will give the manager the necessary tools to understand and better manage stress in the workplace. All work must be completed, turned in, and the final exam completed prior to the first day of the regularly scheduled semester finals.

MGMT 246

Improving Individual Performance, Perception and Personality .5 Units

Prerequisite: None

Hours: 9 hours LEC

This course examines perception and the ways it influences decisions and attitudes in the workplace. An examination of social theory, stereotyping, the attribution process, personality traits and other related theories would be conducted. Diversity management training often communicates the value of diversity and increase awareness of perceptual biases, but do not correct deep-rooted prejudices. Personality may explain some of these differences as it is explored in more detail in this unit. All work must be completed, turned in, and the final exam completed prior to the first day of the regularly scheduled semester finals.

MGMT 248**Ethics, Values and Emotions in the Workplace .5 Units***Prerequisite: None**Hours: 9 hours LEC*

The ethics of a business are critical to its success. This unit discusses the values, ethics and behaviors exhibited in businesses and their impact on both the staff and profitability of the company. This unit will give each participant the skills to understand and monitor the emotions of themselves and their associates. All work must be completed, turned in, and the final exam completed prior to the first day of the regularly scheduled semester finals.

MGMT 250**Communicate Successfully in the Organization .5 Units***Prerequisite: None**Hours: 9 hours LEC*

This course explains how communications facilitates knowledge sharing, aids decision-making, coordinates work activities and fulfills the need for affiliation. The manner in which the communication process is used to form, encode and transmit the intended messages and provides feedback to the sender is discussed. This unit shows various ways to improve the communications. Individual and company-wide solutions are offered. All work must be completed, turned in, and the final exam completed prior to the first day of the regularly scheduled semester finals.

MGMT 252**Building Great Teams .5 Units***Prerequisite: None**Hours: 9 hours LEC*

All teams are groups because they consist of people with a unifying relationship, but some groups do not have the purposive interaction of terms. This unit covers the dynamics of good groups decision-making. Many different techniques are discussed to improve team building. Managers who gain the skills discussed in this unit should be able to build teams that are successful in their operation. All work must be completed, turned in, and the final exam completed prior to the first day of the regularly scheduled semester finals.

MGMT 254**Getting Employees Involved in Management Decisions .5 Units***Prerequisite: None**Hours: 9 hours LEC*

Managers will learn the importance of having employees involved in the operations of the organization. They will learn that employee involvement may lead to higher quality decisions, employee satisfaction, empowerment, and development in decision-making skills. An emphasis on the importance of quality is covered. All work must be completed, turned in, and the final exam completed prior to the first day of the regularly scheduled semester finals.

MGMT 256**How to Make Great Decisions .5 Units***Prerequisite: None**Hours: 9 hours LEC*

The importance of good decision-making and the techniques to achieve the same are discussed. The four stages of creativity are learned by the participants to improve their decision-making potential. How managers can improve the organizational creativity is discussed along with a variety of management techniques to bring this about in the workplace. All work must be completed, turned in, and the final exam completed prior to the first day of the regularly scheduled semester finals.

MGMT 258**Power and Politics in the Business and How to Use Them .5 Units***Prerequisite: None**Hours: 9 hours LEC*

Power is the capacity to influence others. The five basis of power are discussed and then it is shown how to leverage this power. Sexual harassment is an abuse of power and the offender may not be aware of the result of their actions on others. Ways to abuse power are discussed. The tactics used to attempt to abuse power are discussed. All work must be completed, turned in, and the final exam completed prior to the first day of the regularly scheduled semester finals.

MGMT 260**What is Conflict? .5 Units***Prerequisite: None**Hours: 9 hours LEC*

Being able to successfully handle conflict management is the objective of this unit. Techniques to be used in conflict management will be discussed. The process of negotiation is explained. A variety of different approaches and outcomes to handling conflict are discussed. All work must be completed, turned in, and the final exam completed prior to the first day of the regularly scheduled semester finals.

MGMT 262**Steps to Being a Great Leader .5 Units***Prerequisite: None**Hours: 9 hours LEC*

The characteristics of good leaders are explained. Leadership is divided into two clusters. Contingency leadership techniques theories are explained. Path-goal and other theories are used to improve productivity. Leadership practiced by women is different than men. All work must be completed, turned in, and the final exam completed prior to the first day of the regularly scheduled semester finals.

MGMT 264**Using Change to Improve an Organization .5 Units***Prerequisite: None**Hours: 9 hours LEC*

There are several different ways to manage change in the organization. Leadership techniques are used in different situations. Care should be taken to understand the need for a change agent. Change is important to the long-term success of all companies. All work must be completed, turned in, and the final exam completed prior to the first day of the regularly scheduled semester finals.

MGMT 266**The Culture of Organizations .5 Units***Prerequisite: None**Hours: 9 hours LEC*

The corporate culture that exists in a business serves as a guide for all business decisions. The three main functions will be covered. Companies with a strong corporate culture are more likely to be more successful. It is important that all publics observe a clear and consistent culture. All work must be completed, turned in, and the final exam completed prior to the first day of the regularly scheduled semester finals.

MGMT 268**Making Employees Feel at Home****.5 Units***Prerequisite: None**Hours: 9 hours LEC*

A psychological contract between managers and employees that contains a set of perceived mutual obligations exists. Trust is a critical element of this contract. In the work force of today, many different worker classifications exist in a firm. If workers are made to feel a part of the organization they are more likely to have a higher level of productivity and techniques to accomplish this will be taught. All work must be completed, turned in, and the final exam completed prior to the first day of the regularly scheduled semester finals.

MGMT 270**Design a Winning Organizational Structure****.5 Units***Prerequisite: None**Hours: 9 hours LEC*

This class deals with the organizational structure and the division of labor. It discusses the basic elements of element structure and includes span of control, centralization, formalization, and departmentalization. Different styles of structures to meet new and changing working conditions will be discussed. All work must be completed, turned in, and the final exam completed prior to the first day of the regularly scheduled semester finals.

MGMT 272**Interview, Select and Retain Good Employees****.5 Units***Prerequisite: None**Hours: 9 hours LEC*

This unit deals with the hiring, firing, training and retention of good employees. Emphasis is on determining what the job description and job specification will be for the best employee and then the steps necessary to secure that employee. A variety of techniques to accomplish these goals are discussed. All work must be completed, turned in, and the final exam completed prior to the first day of the regularly scheduled semester finals.

MGMT 274**Day Trading-Investing on the Internet****1 Unit***Prerequisite: None**Hours: 18 hours LEC*

This is an opportunity to engage in day trading of stocks in a controlled environment. A basic knowledge of securities is taught. Then the experience of buying and selling stocks on a continuous basis over a limited period of time is engaged in on a controlled basis. This virtual experience does not involve real money, but brings the reality of winning and losing into the class setting. All work must be completed, turned in, and the final exam completed prior to the first day of the regularly scheduled semester finals.

MGMT 294**Topics in Management****.5-5 Units***Prerequisite: None**Hours: 18 hours LEC ; 54 hours LAB*

This is a series of special topics designed to provide prospective and current managers with skills development in a wide variety of topical areas. Each topic is designed to allow each person to design his/her own set of learning objectives to complete the learning experiences in management. Certificates are available for completion of both basic and advanced levels of academic performance. Students are encouraged to sign-up for all the units they need to accomplish their goals. Instruction is geared to utilize the business community as a learning laboratory.

MGMT 295**Independent Studies in Management****1-3 Units***Prerequisite: None**Hours: 18 hours LEC ; 54 hours LAB***MGMT 299****Experimental Offering in Management****.5-4 Units***Prerequisite: None**Hours: 18 hours LEC ; 54 hours LAB***MGMT 308****Personnel and Human Resources Management****3 Units***Prerequisite: None**Course Transferable to CSU**Hours: 54 hours LEC*

This course presents the student with the materials necessary to begin the complex study and analysis of such areas as civil rights, labor law, the personnel "Human Resources" organization and various management theories currently found in both public and private sector organization.

MGMT 360**Management Communication****3 Units***Prerequisite: None**Advisory: MGMT 362**General Education: AA/AS Area II(b)**Course Transferable to CSU**Hours: 54 hours LEC*

This course provides skill training in coping with communication problems in organizations and includes the study of the communication process, the analysis of the barriers to effective oral and written communication, and the development of guidelines to improve interpersonal relations within an organization through the effective methods of oral and written communications.

MGMT 362**Techniques of Management****3 Units***Prerequisite: None**Course Transferable to CSU**Hours: 54 hours LEC*

This is a basic course in management that introduces a variety of modern management concepts. This course includes the basic management functions of planning, organization, staffing, leadership, and control. In addition, such concepts as team development, communication, business ethics, and global management perspectives will be discussed.

MGMT 372**Human Relations and Organizational Behavior****3 Units***Prerequisite: None**Course Transferable to CSU**Hours: 54 hours LEC*

Effective human interaction principles that build confidence, competence and positive attitudes in work organizations are learned in this course. Topics that include the basis for human behavior, perception, communication, motivation, performance improvement, group behavior, ethics and social responsibility are major areas of emphasis. This course emphasizes the psychology of human relations management.

MGMT 495**Independent Studies in Management****1-3 Units***Prerequisite: None**Course Transferable to CSU**Hours: 18 hours LEC ; 54 hours LAB***MGMT 498****Work Experience in Management****1-4 Units***Prerequisite: None**Course Transferable to CSU**Hours: 300 hours LAB*

This course provides students with opportunities to develop marketable skills in preparation for employment or advancement within their current job. Course content will include understanding the application of education to the workforce; completion of required forms, which document the student's progress and hours spent at the work site; and developing workplace skills and competencies. During the course of the semester, the student is required to fulfill an 18 hour orientation and 75 hours of related paid work experience, or 60 hours of unpaid work experience for one unit. An additional 75 or 60 hours of related work experience is required for each additional unit. The course may be taken again when there is new or expanded learning on the job for a maximum of 16 units.

MGMT 499**Experimental Offering in Management****.5-4 Units***Prerequisite: None**Course Transferable to CSU**Hours: 18 hours LEC ; 54 hours LAB*