

# BUSINESS: MANAGEMENT & SUPERVISION

BEFORE ENROLLING IN DEGREE APPLICABLE COURSES, IT IS RECOMMENDED THAT YOU COMPLETE ENGL 001A AND READ 053.

## BUSINESS: MANAGEMENT & SUPERVISION (MGMT)

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DEPARTMENT: Management & Supervision  
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The Management and Supervision Program is designed to provide a realistic learning experience in acquiring the knowledge and skills necessary for a successful career in Management and Supervision. Many of the skills taught in the program can also be used to improve one's promotability and can be used by non-manager/supervisors to enhance current job performance.

Graduates are trained to understand the functions of management and leadership, effectiveness; develop problem solving and decision-making skills; apply the principles of Total Quality Management; and increase abilities to negotiate successfully, build teams, manage projects, apply listening skills, resolve conflicts, manage meetings, manage time and handle difficult people.

Student Learning Outcomes:

Upon successful completion of the Management program, students will be able to:

- Demonstrate effective management skills
- Choose a management career path
- Be prepared for a variety of first-entry management positions.

Career Options:

Salary expectations for managers have a very diverse range depending upon experience and level of responsibility. Almost all organizations have managers in one form or another. Some common businesses employing entry level managers include:

- Fast food restaurants
- Grocery stores
- Healthcare organizations
- Public agencies
- Retail stores
- Small, mid, and large-sized businesses

Some career options require more than two years of college study.

### Management and Supervision Associate in Science

Developing skills and attitudes necessary to succeed in supervision and management is the program objective. Classes are geared to first and second level management jobs are suitable for those seeking promotion into management, as well as for those now in management.

<b>Core Curriculum Course (Required)</b>	<b>Units</b>
MGMT 101.....Interpersonal Effectiveness .....	3.0
MGMT 102.....Leadership.....	3.0
MGMT 103.....Functions of Management I.....	3.0
MGMT 109.....Productivity.....	3.0
MGMT 110.....Planning and Control.....	3.0
MGMT 111.....Problem and Decision Analyses.....	3.0
MGMT 113.....Functions of Management II.....	3.0
MGMT 117.....Total Quality Management.....	3.0
ACCTG 1A.....Principles of Accounting .....	4.0
BUS 021.....Introduction to business Computing.....	3.0
BUS 021L.....Introduction to business Computing Lab.....	1.0
<b>Plus any 2 of the following</b>	
ACCTG 001B.....Principles of Accounting .....	4.0
ACCTG 060.....Computerized Accounting .....	3.0
.....QuickBooks/Windows .....	3.0
ACCTG 065.....Computerized Accounting .....	3.0
.....Peachtree /Windows .....	3.0
BUS 051.....Introductions to American Business .....	3.0
BUS 064.....Business Math Using Calculators.....	4.0

Bus 078.....Business Communications .....	3.0
BUS 079.....Human Relations Applied in Business.....	3.0
MKT 056A.....Marketing Principles .....	3.0
<b>Total Program A.S. Requirement.....</b>	<b>38.0- 43.0</b>

### Management and Supervision Certificate of Proficiency

The Management and Supervision Certificate program focuses on the skills and attitudes necessary for successful management and supervision. Only courses completed with a grade of C or better may be used to satisfy requirements for a certificate.

#### Core Curriculum Courses (Required): Units

BUS 037.....Fundamentals of Project Management .....	3.0
.....Or	
MGMT 037.....Fundamentals of Project Management .....	3.0
MGMT 101.....Interpersonal Effectiveness .....	3.0
MGMT 103.....Functions of Management .....	3.0
MGMT 113.....Management in Practice .....	3.0
MGMT 118.....Human Resources Management .....	3.0

#### Choose 2 of the following courses: Units

MGMT 009.....Skills for New Managers .....	0.5
MGMT 012.....Managing Quality .....	0.5
MGMT 015.....Managing Change .....	0.5
MGMT 016.....Conflict Management .....	0.5
MGMT 017.....Conducting Performance Appraisals .....	0.5
MGMT 018.....Communication Skills for Supervisors .....	0.5
MGMT 020.....Building Teams .....	0.5
MGMT 023.....Nonprofit Board Development .....	0.5
MGMT 039.....Program Management .....	0.5
MGMT 040.....Fundraising Fundamentals for Nonprofits .....	0.5
MGMT 116.....Best Practices in Global Management .....	0.5
MGMT 117A.....Improving Results with Six Sigma .....	0.5
<b>Total Units .....</b>	<b>16.0</b>

### Human Resource Management Certificate of Achievement

Mission College offers a 16-unit Human Resource Management Certificate to students who successfully complete 16 or more units of course work as outlined below. This certificate prepares students with the necessary skills required to conduct human resource management.

#### Core Curriculum Courses (Required): Units

MGMT 118.....Human Resources Management .....	3.0
MGMT 201.....Human Resources Internship .....	1.0
MGMT 122.....Applied Human Resource Management .....	3.0

#### Choose a minimum of 9 units from the following courses: Units

BUS 028A.....Business Law I .....	3.0
BUS 028C.....Human Resources and the Law .....	1.0
BUS 028D.....Sexual Harassment in the Workplace .....	1.0
BUS 078G.....Business Writing for Human Resources .....	1.0
BUS 079.....Human Relations Applied in Business .....	3.0
MGMT 010.....Negotiation Skills .....	0.5
MGMT 014.....Interviewing Skills .....	0.5
MGMT 016.....Conflict Management .....	0.5
MGMT 017.....Conducting Performance Appraisals .....	0.5
MGMT 018.....Communication Skills for Supervisors .....	0.5
MGMT 019.....Dealing With Difficult People .....	0.5
MGMT 020.....Building Teams .....	0.5
MGMT 025.....Diversity in the Workplace .....	0.5
MGMT 026.....Motivating at Work .....	0.5
MGMT 027.....Developing Effective Training Programs .....	0.5
MGMT 028.....Compensation Management .....	0.5
MGMT 029.....How to Hire .....	0.5
MGMT 102.....Leadership .....	3.0
MGMT 103.....Functions of Management .....	3.0
MGMT 136.....Conducting Effective Meetings .....	0.5
MGMT 030.....Human Resource Systems .....	0.5
<b>Total Units .....</b>	<b>16.0</b>

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## Leadership Certificate of Proficiency

The Leadership Certificate program focuses on the skills and attitudes necessary for successful leadership of organizations. Only courses completed with a grade of C or better may be used to satisfy requirements for a certificate.

<b>Core Curriculum Courses (Required):</b>	<b>Units</b>
MGMT 102 .....Leadership .....	3.0
MGMT 132 .....Styles of Leadership .....	1.0
<b>Complete a minimum of 12 units from the following courses:</b>	
<b>Units</b>	
BUS 038 .....Applied Project Management .....	3.0
.....or	
MGMT 038 .....Applied Project Management .....	3.0
BUS 055 .....Business Strategy for Success .....	3.0
BUS 078B .....Business Communications .....	3.0
MGMT 111 .....Problem Solving for Managers .....	3.0
MGMT 115 .....Operations Management .....	3.0
MGMT 117 .....Total Quality Management .....	3.0
WRKEX 301-304, Cooperative Work Experience .....	1.0 - 4.0
<b>Total Units</b> .....	<b>16.0</b>

## Project Management Certificate of Achievement

Mission College offers a 16-unit Project Management Certificate to students who successfully complete 16 or more units of coursework as outlined below. This certificate prepares students with the necessary skills required to conduct project management.

<b>Core Curriculum Course (Required)</b>	<b>Units</b>
BUS 037 .....Fundamentals of Project Management .....	3.0
.....or	
MGMT 037 .....Fundamentals of Project Management .....	3.0
BUS 038 .....Applied Project Management .....	3.0
.....or	
MGMT 038 .....Applied Project Management .....	3.0
BUS 204 .....Project Management Practicum .....	1.0
<b>Choose a minimum of 9 units from the following:</b>	
<b>Units</b>	
BUS 021 .....Introduction to Business Computing .....	3.0
BUS 021L .....Introduction to Business Computing .....	1.0
BUS 077 .....Quality Customer Service .....	3.0
BUS 077C .....50 Ways to Improve Customer Service .....	0.5
BUS 078B .....Business Communications .....	3.0
BUS 078C .....Business Report Writing .....	3.0
BUS 078H .....Writing Effective E-mail for Business .....	1.0
BUS 079 .....Human Relations Applied in Business .....	3.0
COMM 004 .....Small Group Communication .....	3.0
CA 045A .....Introductory Microsoft Project .....	1.0
CA 045B .....Intermediate Microsoft Project .....	2.0
MGMT 031 .....Contract Management .....	0.5
MGMT 039 .....Program Management .....	0.5
MGMT 102 .....Leadership .....	3.0
MGMT 103 .....Functions of Management .....	3.0
MGMT 111 .....Problem Solving for Managers .....	3.0
<b>Total Units</b> .....	<b>16.0</b>

## Supply Chain Management Certificate of Proficiency

Mission College offers a 16-unit Supply Chain Management Certificate to students who successfully complete 16 or more units of course work as outlined below. This certificate prepares students with the necessary skills required to work in the supply chain management and purchasing function.

<b>Core Curriculum Courses:</b>	<b>Units</b>
<b>Required:</b>	
MKT 074 .....Purchasing & Supply Chain Management .....	3.0
.....or	
BUS 074 .....Purchasing & Supply Chain Management .....	3.0
BUS 064B .....Business Math .....	4.0
MGMT 010 .....Negotiation Skills .....	0.5
MGMT 031 .....Contract Management .....	0.5
BUS 203 .....Purchasing Internship .....	1.0 - 3.0

.....or	
MKT 203 .....Purchasing Internship .....	1.0 - 3.0
<b>Choose a minimum of 7 units from the following:</b>	
<b>Units</b>	
ACCTG 001A .....Principles of Accounting .....	4.0
BUS 028A .....Business Law I .....	3.0
BUS 037 .....Fundamentals of Project Management .....	3.0
BUS 078B .....Business Communications .....	3.0
BUS 082A .....Business Spreadsheets Using Excel .....	3.0
MGMT 032 .....Managing Green .....	1.0
MGMT 039 .....Program Management .....	0.5
MGMT 111 .....Problem Solving for Managers .....	3.0
MGMT 115 .....Operations Management .....	3.0
MGMT 117A .....Improving Results with Six Sigma .....	0.5
MGMT 119 .....Warehousing Operations .....	3.0
MKT 056A .....Marketing Principles .....	3.0
<b>Total Units</b> .....	<b>16.0</b>

## Warehousing Logistics Certificate of Proficiency

Mission College offers a 12 to 16 unit Warehousing Logistics Certificate to students who successfully complete the course work as outlined below. This certificate prepares students with the necessary skills required to conduct warehouse operations.

<b>Core Curriculum</b>	<b>Units</b>
MGMT 119 .....Warehousing Operations .....	3.0
MGMT 120 .....Forklift Safety and Operations .....	0.5
MGMT 202 .....Warehousing Internship .....	0.5
<b>Job Prep Electives - choose 4 classes:</b>	
<b>Units</b>	
MGMT 011 .....Decision-Making Skills .....	0.5
MGMT 014 .....Interviewing Skills .....	0.5
MGMT 018 .....Communication Skills for Supervisors .....	0.5
MGMT 019 .....Dealing With Difficult People .....	0.5
MGMT 026 .....Motivating at Work .....	0.5
MGMT 158 .....Time Management .....	0.5
<b>Choose a minimum of 10 units from the following:</b>	
<b>Units</b>	
BUS 021 .....Introduction to Business Computing .....	3.0
BUS 021L .....Introduction to Business Computing .....	1.0
BUS 051 .....Introduction to American Business .....	3.0
MKT 062 .....Global Exporting and Importing .....	1.0
BUS 064A .....Basic Business Arithmetic .....	3.0
BUS 074 .....Purchasing .....	3.0
.....or	
MKT 074 .....Purchasing .....	3.0
BUS 077 .....Quality Customer Service .....	3.0
BUS 078A .....Basic Business Correspondence .....	3.0
BUS 078B .....Business Communications .....	3.0
CA 031B .....Microsoft Word: Check It Out!! .....	1.0
CA 070 .....Using MS Windows/Vista .....	1.0
CA 071E .....Microsoft Outlook .....	0.5
<b>Total Units</b> .....	<b>12.0 - 16.0</b>

## MANAGEMENT AND SUPERVISION (MGMT)

### 009 • SKILLS FOR NEW MANAGERS **0.5 unit**

Total Lecture 9 hours

This course provides an overview of the functions managers and supervisors perform and the essential skills involved. Emphasis will be placed on the leadership skills necessary to succeed as a first level manager or supervisor. *This course may be offered via distance learning. Pass/No Pass Option.*

### 010 • NEGOTIATION SKILLS **0.5 unit**

Total Lecture 9 hours

This course provides insight into what is required to negotiate successfully including attitudes, strategies, plans, and a six-step interactive negotiating process. *This course may be offered via distance learning. Pass/No Pass Option.*

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## 011 • HOW TO MAKE GREAT DECISIONS

0.5 unit

Total Lecture 9 hours

Advisory: Eligibility for ENGL 001A and READ 053

This course teaches students how to plan, frame, and research decisions. Students learn how to define decisions, apply appropriate decision frames, generate options, and select the best one. This course may be offered via distance learning. Pass/No Pass Option.

## 012 • MANAGING QUALITY

0.5 unit

Total Lecture 9 hours

This course explores the major facets of a successful quality management program. It includes an overview of the major quality management philosophies and approaches. A wide range of quality management tools and techniques are reviewed. This course may be offered via distance learning. Pass/No Pass Option.

## 013 • JOB STRESS MANAGEMENT

0.5 unit

Total Lecture 9 hours

This course helps students develop the knowledge and skills necessary to successfully manage stress on the job. Topics discussed include major factors that cause job stress, the physiological and psychological impacts of stress, and techniques of managing stress. This course may be offered via distance learning. Pass/No Pass Option.

## 014 • INTERVIEWING SKILLS

0.5 unit

Total Lecture 9 hours

This course explores the various types of job-related interviews (selection, promotion, counseling, termination) commonly found in industry and government. Students practice a variety of interviewing techniques. This course may be offered via distance learning. Pass/No Pass Option.

## 015 • MANAGING CHANGE

0.5 unit

Total Lecture 9 hours

This course explores managing change in the workplace. Topics discussed include changes taking place in organizations today, discovering how organizations can prepare for change, understanding human reactions to change and how to deal with them, and exploring team involvement and visionary leadership. This course may be offered via distance learning. Pass/No Pass Option.

## 016 • CONFLICT MANAGEMENT

0.5 unit

Total Lecture 9 hours

This course explores the causes and impacts of conflict as well as the best ways to manage conflict in the workplace. Learning to resolve disagreements constructively is the key to maintaining healthy work relationships and fostering a productive work environment. This course will help students improve their interpersonal, communication and mediation skills. This course may be offered via distance learning. Pass/No Pass Option.

## 017 • CONDUCTING PERFORMANCE APPRAISALS

0.5 unit

Total Lecture 9 hours

Course will explore the most common types of performance appraisal systems. Students will learn to identify the strengths and weaknesses of each type, and develop an ability to design and implement basic performance appraisal systems. This course may be offered via distance learning. Pass/No Pass Option.

## 018 • COMMUNICATION SKILLS FOR SUPERVISORS

0.5 unit

Total Lecture 9 hours

This course explores communication concepts which can be important to successful supervisory performance. Topics covered include listening, verbal and non-verbal communications, as well as the communication techniques appropriate to each category. This course may be offered via distance learning. Pass/No Pass Option.

## 019 • DEALING WITH DIFFICULT PEOPLE

0.5 unit

Total Lecture 9 hours

This course examines the nature of difficult people, six different kinds of difficult people and suggested strategies for effective coping. This course may be offered via distance learning. Pass/No Pass Option.

## 020 • BUILDING GREAT TEAMS

0.5 unit

Total Lecture 9 hours

Advisory: Eligibility for ENGL 001A and READ 053

This course is designed to develop an understanding of the nature of teams (as opposed to groups), their uses, benefits, problems, structures and developmental stages. Teams are increasingly essential in problem solving, decision-making and conducting complex work activities. Industry is turning more to teams as the focus of work activities with particular emphasis on the management of work teams. This course may be offered via distance learning. Pass/No Pass Option.

## 021 • PROJECT MANAGEMENT

0.5 unit

Total Lecture 9 hours

This course focuses on the principles, practices and methods of effective project management which are applicable to any level of an organization. Topics covered include the project life cycle, planning for quality, time, and cost to make the best use of resources and bringing a project to a successful conclusion. This course may be offered via distance learning. Pass/No Pass Option.

## 022 • BUDGETING FOR MANAGERS

0.5 unit

Total Lecture 9 hours

This is a survey course which explores major financial and budgeting concepts. Emphasis is given to such topic areas as financial management, budgeting trends, preparing, justifying and presenting budgets and other financial data, and budget strategies and controls. This course may be offered via distance learning. Pass/No Pass Option.

## 023 • NONPROFIT MANAGEMENT

0.5 unit

Total Lecture 9 hours

This course provides an overview of what it means to be a nonprofit board member. It introduces key governance terms, roles, and responsibilities. Legal structures of nonprofit and community sector organizations are identified, along with the essential components generally found in governing documents. This course may be offered via distance learning. Pass/No Pass Option.

## 024 • MANAGING FOR CREATIVITY

0.5 unit

Total Lecture 9 hours

This course focuses on allowing students to uncover their creative potential as well as become innovative problem solvers. Many tools and techniques will be discussed. Strategies for developing a creative work environment will be reviewed. This course may be offered via distance learning. Pass/No Pass Option.

## 025 • DIVERSITY IN THE WORKPLACE

0.5 unit

Total Lecture 9 hours

This course focuses on the business case for putting diversity to work as well as best practices for bringing the best out of all kinds of people. Utilizing diversity is a key component of an organization's success today. This course may be offered via distance learning. Pass/No Pass Option.

## 026 • MOTIVATING AT WORK

0.5 unit

Total Lecture 9 hours

This course explores how to become a manager who inspires and rewards employees to give their best. Students will learn how to raise expectations and performance while creating a motivating workplace. This course may be offered via distance learning. Pass/No Pass Option.

## 027 • DEVELOPING EFFECTIVE TRAINING PROGRAMS

0.5 unit

Total Lecture 9 hours

This course outlines the steps to developing effective training programs. Topics covered include needs analysis, adult learning theory, organization and evaluation. Students develop training activities for their respective target audiences. This course may be offered via distance learning. Pass/No Pass Option.

## 028 • COMPENSATION MANAGEMENT

0.5 unit

Total Lecture 9 hours

This course is designed to be an introduction to compensation management from a practical viewpoint. Topics such as wage surveys, job analysis and classification, and incentive plans are discussed. This course may be offered via distance learning. Pass/No Pass Option.

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## 029 • HOW TO HIRE

0.5 unit

Total Lecture 9 hours

This course outlines strategies for recruiting and staffing the organization. Topics covered include staffing models, workforce planning, hiring processes, recruiting resources, and measuring performance. *This course may be offered via distance learning. Pass/No Pass Option.*

## 030 • HUMAN RESOURCE SYSTEMS

0.5 unit

Total Lecture 9 hours

This course explores the strategic role of human resources systems in the effective management of an organization. *This course may be offered via distance learning. Pass/No Pass Option.*

## 031 • CONTRACT MANAGEMENT

0.5 unit

Total Lecture 9 hours

This course provides an overview of best practices in contract management. It covers topics such as defining contract scope, effective terms and conditions, choosing a contract type, selecting the best contractor, and packaging change orders. *This course may be offered via distance learning. Pass/No Pass Option.*

## 032 • MANAGING GREEN

1.0 units

Total Lecture 18 hours

This course provides an overview of how businesses must take environmental impact into consideration when managing a business. Topics covered include costs and benefits of green business, how green technologies can improve competitiveness and profitability and the components of being green and sustainable. *This course may also be offered via distance learning. Pass/No Pass Option*

## 033 • BENEFITS AND BEYOND

0.5 unit

Total Lecture 9 hours

Advisory: Eligibility for ENGL 001A and READ 053

*This course provides an overview of employee benefits for human resource professionals. Pass/No Pass Option*

## 037 • FUNDAMENTALS OF PROJECT MANAGEMENT

3.0 units

Total Lecture 54 hours

Advisory: Eligibility for ENGL 001A and READ 053

*In this course, students learn the secrets to successful project management: how to create a plan, implement it, monitor progress, correct as necessary and deliver as promised. This course is a cross listing of BUS037. Pass/No Pass Option*

## 038 • APPLIED PROJECT MANAGEMENT

3.0 units

Total Lecture 54 hours

Advisory: Eligibility for ENGL 001A and READ 053

In this course, students apply project management skills to real life project situations. Emphasis is placed on practical application of project management principles, processes, and techniques, including project control, cost management, project tracking, and project outsourcing. Students also learn how to control project schedules, budgets, and scope using a variety of techniques. In-class exercises and case studies lead students to skills they can immediately apply to their own projects. This course is across listing of BUS038. This course may be offered via distance learning. Pass/No Pass Option.

## 039 • PROGRAM MANAGEMENT

0.5 units

Total Lecture 9 hours

This course provides an overview of program management in comparison to project management. Program management is the process of managing multiple ongoing inter-dependent projects. *This course may also be offered via distance learning. Pass/No Pass Option*

## 040 • FUNDRAISING FUNDAMENTALS FOR NONPROFITS

0.5 units

Total Lecture 9 hours

This course provides an overview of fundraising for nonprofit organizations. Topics covered include the fundraising cycle, board responsibilities, development plans, tools and techniques. *This course may also be offered via distance learning. Pass/No Pass Option*

## 074 • PURCHASING AND SUPPLY CHAIN MANAGEMENT

3.0 units

Total Lecture 54 hours

Advisory: Eligibility for ENGL 001A and READ 053

This course is an introduction to the basic principles of purchasing and supply chain management with emphasis on understanding the purchasing and supply processes, organizational concepts, policy, relationships, and tools and techniques including cost/price analysis and value analysis, in a global environment. This course is a crosslisting of MKT074. This course may also be offered via distance learning. Pass/No Pass Option

## 101 • INTERPERSONAL EFFECTIVENESS

3.0 units

Total Lecture 54 hours

Advisory: Eligibility for ENGL 001A and READ 053

Acceptable for credit: California State University

This course explores personal development for success in the workplace. Topics such as self-esteem, self-development, attitude and image are discussed. Communications theory and techniques to make an individual a more effective communicator are covered. Participants develop a greater interpersonal effectiveness through understanding the causes of effective and ineffective personal interaction, and learn new interactive skills through group experiences. *This course may also be offered via distance learning. Pass/No Pass Option.*

## 102 • LEADERSHIP

3.0 units

Total Lecture 54 hours

Advisory: Eligibility for ENGL 001A and READ 053

Acceptable for credit: California State University

*This course is designed to increase managerial effectiveness through an understanding of leadership. The essential leadership roles and commitments necessary for the empowerment of self and others are presented. Topics discussed include envisioning, inspiring, motivating as well as the effective use of power. This course may also be offered via distance learning. Pass/No Pass Option.*

## 103 • FUNCTIONS OF MANAGEMENT

3.0 units

Total Lecture 54 hours

Acceptable for credit: California State University

This course covers the basic concepts and the major techniques of management. Major management functions addressed include planning, organizing, leading and controlling. Extensive use of exercises, case studies and recent articles permit students to experience the concepts involved. *This course may also be offered via distance learning. Pass/No Pass Option.*

## 111 • PROBLEM SOLVING FOR MANAGERS

3.0 units

Total Lecture 54 hours

Acceptable for credit: California State University

This course allows the student to develop the ability to define problems, gather necessary information, determine causes, generate solutions, and determine optimum solutions. Emphasis is placed on preparing managers who can deal with a dynamic workplace. *This course may also be offered via distance learning. Pass/No Pass Option.*

## 113 • MANAGEMENT IN PRACTICE

3.0 units

Total Lecture 54 hours

Advisory: Eligibility for ENGL 001A and READ 053

Acceptable for credit: California State University

This course allows students to apply management skills and theories. Students are actively engaged in putting concepts into practice – thinking and acting like real managers through the integration of various assignments. The course provides opportunities for real-world application of management skills. *This course may also be offered via distance learning. Pass/No Pass Option.*

## 115 • OPERATIONS MANAGEMENT

3.0 units

Total Lecture 54 hours

Acceptable for credit: California State University

This course is an introduction and analysis of the basic concepts, processes and methods in operations management. Topics covered include applied forecasting, aggregate planning, scheduling, total quality management, personnel management, inventory management, facility layout and project management. Concepts are illustrated by using abundant real world examples, articles, illustrations, problems and cases. *This course may also be offered via distance learning. Pass/No Pass Option.*

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## **116 • BEST PRACTICES IN GLOBAL MANAGEMENT** 0.5 units

Total Lecture 9 hours

Acceptable for credit: California State University

This course compares the basic management functions among United States and major European and Asian economies. Major functions addressed are planning, organizing, leading and controlling. *This course may be offered via distance learning. Pass/No Pass Option.*

## **117 • TOTAL QUALITY MANAGEMENT** 3.0 units

Total Lecture 54 hours

Acceptable for credit: California State University

This course will examine the key elements of Total Quality Management (TQM) in business organizations. Students are exposed to the broad range of TQM philosophies and techniques. Both qualitative and quantitative methods are involved in TQM implementation. *This course may also be offered via distance learning. Pass/No Pass Option.*

## **117A • IMPROVING RESULTS WITH SIX SIGMA** 0.5 unit

Total Lecture 9 hours

This course provides an overview of Six Sigma including lean Six Sigma. Six Sigma is a well known quality improvement strategy used by businesses. Students are provided with examples of tools and techniques used by organizations. Real world examples and case studies of organizations using Six Sigma are reviewed. *This course may also be offered via distance learning. Pass/No Pass Option.*

## **118 • HUMAN RESOURCES MANAGEMENT** 3.0 units

Total Lecture 54 hours

Advisory: Eligibility for ENGL 001A and READ 053

Acceptable for credit: California State University

This course surveys contemporary human resources management topics and offers a balance of practical and applied material. Examples of topics covered include workforce diversity, recruitment, selection, employee downsizing, training and development, performance appraisals, compensations, benefits, and labor relations. Other current topics of global competition, rapid technological advances, outsourcing and just-in-time training are incorporated. *This course may also be offered via distance learning. Pass/No Pass Option.*

## **119 • WAREHOUSING OPERATIONS** 3.0 units

Total Lecture 54 hours

This course is designed to introduce students to warehouse operations, the objectives of warehousing, software information systems used in warehousing, and warehouse safety. Upon completion of the course, students should be well prepared to enter the field of warehousing, distribution, or logistics. *This course may also be offered via distance learning. Pass/No Pass Option.*

## **120 • FORKLIFT SAFETY AND OPERATIONS** 0.5 units

Total Lecture 9 hours

This course provides students with the knowledge and skills to become certified forklift operators. *Pass/No Pass Option.*

## **122 • APPLIED HUMAN RESOURCE MANAGEMENT** 3.0 units

Total Lecture 54 hours

In this course, students apply human resource management skills to real life situations. Emphasis is placed on practical application of human resource management principles, processes, and systems. In-class exercises and case studies lead students to skills they can immediately apply to their workplace. *This course may be offered via distance learning. Pass/No Pass Option.*

## **132 • STYLES OF LEADERSHIP** 1.0 units

Total Lecture 18 hours

Acceptable for credit: California State University

This course explores styles of leadership to determine the strengths and techniques of each style so that the student can improve their own leadership performance. *This course may also be offered via distance learning. Pass/No Pass Option.*

## **136 • CONDUCTING EFFECTIVE MEETINGS** 0.5 units

Total Lecture 9 hours

Acceptable for credit: California State University

This course examines various types of meetings, their functions, reasons for failure and success, forces at play within the group, and strategies to make the meeting accomplish goals. *This course may be offered via distance learning. Pass/No Pass Option.*

## **158 • TIME MANAGEMENT** 0.5 units

Total Lecture 9 hours

Acceptable for credit: California State University

This course explores practical techniques for making better use of time. Topics covered include organizing and scheduling work, curbing procrastination, avoiding interruptions, streamlining paperwork, delegating effectively, and valuing time. *This course may be offered via distance learning. Pass/No Pass Option.*

## **201 • HUMAN RESOURCES INTERNSHIP** 1.0-3.0 units

Total Lab 18.0 - 54 hours

This course is intended for students who will complete a certificate in Human Resources. In this class, the student is introduced to the workplace, workload and environment of human resources. The student is able to use information provided from other class work and develops a foundation for future employment. *Pass/No Pass Option.*

## **202 • WAREHOUSING INTERNSHIP** 0.5 -3.0 units

Total Lecture 9 - 54 hours

This course is intended for students who will complete a certificate in Warehousing Logistics. In this class, the student is introduced to the workplace, the workload and the environment of warehousing. The student is able to use information provided from other class work to develop a foundation for future employment. *Pass/No Pass Option.*