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This course will introduce the student to the responsibilities and roles of managers and supervisors. Course focus will be on topics related to the management functions related on n e to . the x

Understand the major ethical approaches, apply them to business situations and analyze their impact on management behavior.  
 Analyze the impact of changing demographics, increasing diversity, and globalization on the management process.

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Identify components of effective departments.  
 Identify the symbols involved in organizational charts.  
 Create an organizational chart.  
 Understand the structure and design of organizations, and how managers effectively perform in this type of setting in order to accomplish goals.  
 Understand the types and utility of systems and analyze how they are used to monitor and support achievement of strategic and tactical plans made by management.

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Examine recruitment practices.  
 Find a job posting.  
 Explore retention practices.

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Define operational controls.  
 Design control systems.  
 Study the symbols and methodology involved in flow charts.

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Analyze decision-making processes.  
 Explore the process involved in using a grid analysis for making decisions.  
 Create a grid analysis for a particular decision using Excel or tables in Word.  
 Discuss the symbols and process involved in creating a decision.  
 Apply the principles and practices of decision-making skills to activities and individual in "real-world" managerial environments.

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Define motivation.  
 Examine human motivation theories.  
 Examine the theory of Machiavellianism.  
 Describe how supervisors can design jobs to maximize performance.  
 Discuss incentive plans.  
 Understand motivation in the workplace and apply motivation concepts to suggest improvements in the workplace.

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Define leadership.  
 Identify traits of successful leaders.  
 Examine different leadership styles.  
 Differentiate between task centered leadership and people centered behavior.  
 Review examples of situational leadership.  
 Discuss self leadership.  
 Understand the historical and philosophical origins of management.  
 Apply current management theories and practices.  
 Analyze the personal traits and skills of effective leaders.

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- Define communication.
- Identify steps in the communication process.
- List barriers to effective communication.
- Appreciate the difficulties of effective communication.
- Participate in active listening exercise.

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- Contrast groups and teams.
- Explain relationship between group cohesiveness and productivity.
- Discuss leadership styles in informal groups.
- Identify three categories of teams.
- List actions a supervisor can take to improve team performance.
- Understand and analyze the nature and role of organizational culture within an organization.
- Understand how managers lead the process of organizational change.
- Analyze the advantages, disadvantages, and best practices of utilizing teams within organizations.

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- Discuss the purpose of performance appraisal.
- Differentiate formal and informal performance appraisal.
- Contrast absolute and relative standards.
- Define 360 degree evaluations.

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- Accept policies and laws in place to improve health and safety in the workplace.
- Discuss place of OSHA in U.S. companies.
- Explain what supervisors can do to prevent workplace accidents.
- Discuss relationship between training programs and workplace safety.

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- Define control in organizations.
- Use the Feedback-Control model in class process.
- Examine hierarchical versus decentralized approaches.
- Explore Total Quality Management processes and techniques.

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