



BADM 233 –PRINCIPLES OF MANAGEMENT 3 CREDITS

SYLLABUS

CATALOG DESCRIPTION

This course introduces the basic theory of organization. The theory is built around the functions of planning, organizing, directing, and controlling. Special emphasis is placed on the interaction of the organization with its local and international environment.

Prerequisites: RDNG-113 and ENGL-099

Semester Offered: Fall, Spring

Common Student Learning Outcomes

Upon successful completion of San Juan College programs and degrees, the student will demonstrate competency in...

BROAD AND SPECIALIZED LEARNING

Students will actively and independently acquire, apply, and adapt skills and knowledge with an awareness of global contexts.

CRITICAL THINKING

Students will think analytically and creatively to explore ideas, make connections, draw conclusions and solve problems.

CULTURAL AND CIVIC ENGAGEMENT

Students will act purposefully, reflectively, and ethically in diverse and complex environments.

EFFECTIVE COMMUNICATION

Students will exchange ideas and information with clarity in multiple contexts.

INFORMATION LITERACY

Students will be able to recognize when information is needed and have the ability to locate, evaluate, and use it effectively.

INTEGRATING TECHNOLOGIES

Students will demonstrate fluency in the application and use of technologies in multiple contexts.

Student work from this class may be randomly selected and used anonymously for assessment of course, program, and/or institutional learning outcomes. For more information, please refer to the Dean of the appropriate School.

Course Learning Outcomes

Upon successful completion of the course, the student will be able to...

GENERAL LEARNING OBJECTIVES

1. Explain the major functions of management including planning, organizing, communications, controlling, motivating, leading, and staffing.
2. Recognize major developments in the history of management thought.
3. Describe the basic managerial processes including decision making and other key skills necessary for managers to perform their roles.
4. Identify an organization's stakeholders and the importance of social and ethical

responsibility of managers.

5. Explain the formulation and implementation of strategic planning, including the relationship between goals, plans, vision statements, and mission statements.
6. Describe the strategies managers use to help organizations adapt to changing internal and external environments.
7. Explain organizational change, forces for change, sources of resistance to change, and the techniques managers can use to implement and facilitate change.

SPECIFIC LEARNING OUTCOMES

Upon successful completion of the course, the student will be able to ...

Chapter 1.

- 1.1. Understand the challenges organizations face the new millennium.
- 1.2. Specify the functions and roles of successful managers.
- 1.3. Explain the origins of management as an academic discipline.
- 1.4. Describe the bureaucratic and administrative approaches to the study of management.
- 1.5. Explain behavioral perspective and analyzing management issues.
- 1.6. Interpret recent approaches to the study of management.

Chapter 2.

- 2.1. Describe the changing pattern of international business.
- 2.2. Identify major factors affecting international business.
- 2.3. Determine key decisions firms face when contemplating foreign expansion.
- 2.4. Differentiate the various ways firms can enter foreign markets.
- 2.5. Identify alternative ways of managing a foreign operation.
- 2.6. Recognize the key human resource policies that firms can develop to help expatriates succeed.
- 2.7. Understand the ethical and social responsibility implications of doing business in different countries.

Chapter 3.

- 3.1. Apply the four key ethical criteria that managers and employees should use when making business decisions.
- 3.2. Explain why businesses establish codes of ethics as a method of guiding employee conduct.
- 3.3. Recognize ways to encourage ethical behavior and business.
- 3.4. Recognize morally challenging situations where ethical decisions should be made.
- 3.5. Identify important categories of stakeholders.
- 3.6. Recognize the influence of its various stakeholders on the company's priorities, policies, plans, and goals.

Chapter 4.

- 4.1. Identify the three major aspects of organizational culture.
- 4.2. Apply a simple assessment tool to quickly gain a sense of the culture of an organization.
- 4.3. Describe the importance of organizational culture.
- 4.4. Identify the processes through which organizational culture can be developed and sustained.
- 4.5. Use classification systems identify various types of organizational culture.
- 4.6. Identify the sources of resistance to change.
- 4.7. Apply models to effectively manage change efforts.

Chapter 5.

- 5.1. Identify the different elements of effective plan.
- 5.2. Analyze the advantages and disadvantages of planning, and identify how planning pitfalls can be avoided.
- 5.3. Distinguish between formal and informal planning.
- 5.4. Recognize the features of well designed objectives.
- 5.5. Identify the various types of action plans that managers can use to accomplish stated objectives.

Chapter 6.

- 6.1. Recognize the nature of management decisions: programmability, uncertainty, risk, conflict, decision scope, and crisis situations.
- 6.2. Utilize extensive decision-making.
- 6.3. Apply the criteria of quality acceptance to a decision.
- 6.4. Reap benefits and avoid the problems of group decision-making.
- 6.5. Develop time management skills to generate adequate time to make decisions.
- 6.6. Know when to delegate, and how to do so wisely.

Chapter 7.

- 7.1. Explain how the firm's external environment should be examined as part of the strategic management process.
- 7.2. Explain how the firm's internal environment should be examined as part of the strategic management process.
- 7.3. State the meaning and purpose of the firm's strategic intent and mission.
- 7.4. Understand how the strategy formulation process helps the firm achieve its mission.
- 7.5. Describe the issues that should be considered in strategy implementation.
- 7.6. Understand how the outcomes of the strategic management process should be assessed.

Chapter 8.

- 8.1. Explain the economic importance of entrepreneurship.
- 8.2. Identify the key characteristics and skills of entrepreneurs.
- 8.3. Recognize the basic ingredients needed to effectively start and manage an entrepreneurial venture.
- 8.4. Differentiate among the legal forms of organizing an entrepreneurial venture.
- 8.5. Identify alternative forms of entrepreneurial ship.
- 8.6. Describe innovation and demonstrate why it is important for business success.

Chapter 9.

- 9.1. Identify the vertical and horizontal dimensions of organizational structure.
- 9.2. Apply the three basic approaches-functional, divisional, and matrix-to depart models Asian.
- 9.3. Develop coordination across departments and hierarchical levels.
- 9.4. Use organization structure and the three basic organization designs -mechanist, organic, and boundaryless -to achieve strategic goals.
- 9.5. Develop an awareness of strategic events that are likely to trigger a change in the structure and design of our organization.

Chapter 10.

- 10.1. Explain the role of human resource management in achieving a sustainable competitive advantage.
- 10.2. Identify the key factors in the environment affecting the management of human resources.
- 10.3. Describe the human resource planning process.
- 10.4. Explain the key components of staffing and their importance.
- 10.5. Describe how training and career development provide employees with tools to succeed once they are hired.
- 10.6. Identify the purpose of performance appraisal and how it might be conducted.
- 10.7. Describe the key objectives of the compensation system and its components.

Chapter 11.

- 11.1. Explain the meaning and benefits of employee diversity.
- 11.2. Develop an awareness of the unique perspectives, problems, and issues of diverse employee groups.
- 11.3. Understand demographic trends in the labor force and their managerial implications.
- 11.4. Describe the challenges firms may face in the management of diversity.
- 11.5. Describe various approaches that managers may use to enjoy the benefits of employee diversity and meet the challenges associated with diversity.

Chapter 12.

- 12.1. Explain what makes leaders unique.
- 12.2. Distinguish between management and leadership.
- 12.3. Recognize how leaders use different power bases to exercise influence.
- 12.4. Differentiate effective and ineffective leaders.
- 12.5. Use individualized goals to increase employee motivation.
- 12.6. Apply basic reinforcement principles to stimulate desired employee behaviors.
- 12.7. Become aware of the role of needs in employee motivation.
- 12.8. Recognize assumptions about people and perceptions that may affect employee treatment and motivation.
- 12.9. Use work design as a means of employee motivation.

Chapter 13.

- 13.1. Translate the benefits teams provide it to competitive advantages.
- 13.2. Identify the different types of teams-self managed, parallel, project, and virtual.
- 13.3. Track the stages of team development that occur over the life of the project and help the team perform effectively.
- 13.4. Recognize the key rules the team members must play to ensure high-performance.
- 13.5. Master the skills to detect and control team performance problems.
- 13.6. Manage team conflict through negotiation.

Chapter 14.

- 14.1. Understand the communication process.
- 14.2. Eliminate barriers that distort the meaning of information.
- 14.3. Recognize the basic patterns of organizational communication.
- 14.4. Understand how to organize and run effective meetings.
- 14.5. Master electronic forms of communication.
- 14.6. Work with an organization's informal communication system.

Chapter 15.

- 15.1. Define operations management and its three stages: inputs, conversion, and disposition.
- 15.2. Describe materials requirements planning (MRP) and understand its use in operations management.
- 15.3. Be familiar with the conversion process tools of operations management, including Gantt charts, Pert networks, and statistical process control.
- 15.4. Explain the role quality management plays in the operations manager process.
- 15.5. Understand and apply the principles of kaizen, just-in-time manufacturing, and kanban.
- 15.6. Describe management control and understand the importance of control systems.
- 15.7. Identify the major types of bureaucratic control.