



PROFESSIONAL CERTIFICATE IN **Management**

Certificate Description

This certificate provides high school graduates, professionals with limited experience or out-of-field students and professionals the opportunity to understand the significance of management in today's business environment.

Business & Society—BUS 105 (required)—This survey course provides students with a general introduction to business activity and how it relates to our economic society. Students will explore how businesses are owned, organized, managed, and controlled.

Outcomes:

- Describe the basic environments (legal, social, economic) in which a business operates.
- Explain the basic concepts of management and recognize problems faced in operating a business enterprise.
- Identify basic concepts regarding money and banking, financial management, stock and bond markets, and risks involved in business.
- Discuss the changing factors that could influence business in the future.
- Distinguish the differences between the major forms of business organizations and be able to know and identify the characteristics of each.

Management & Leadership of Organizations—MGMT 310 (required)—This course examines the elements of management and leadership as they apply to modern organizations. Special emphasis is placed on organizational change, role of managers, and cultural differences found in today's management environment.

Outcomes:

- Explain the concept of an organization and how it is changed
- Explain the role of a manager
- Outline the major theories of organizations
- Define the dimensions of an organization's culture
- Describe the techniques of managing change



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Survey of Human Resources Management—MGMT 315 (required)—This course will cover all basic aspects of the field of Human Resources Management. Topics to be discussed will include Employment Law, The Employment Process, Compensation and Benefits, Training and Development, Employee Motivation, Employee Safety, and Labor Relations. This course will also offer a selection of topics that will provide students with the opportunity to delve deeper into specialized areas and explore "hot topics" in Human Resources.

Outcomes:

- Introduce and define the fundamental history of and strategic position in the field of human resources management, certifications, growth and lucrative opportunities in the HRM specializations.
- Explore the various principles relevant to the major practices, laws and regulations affecting equal employment opportunity, employee safety, employment law and the overall employment process.
- Identify methodologies relevant to team-building, performance standards for the functions of HRM as they pertain to organizing, controlling, planning, leading and staffing.
- Evaluate the most appropriate and effectiveness motivational tools used in productivity improvement, metrics, job safety and career planning for workforce design.
- Gain an understanding on the essentials of international human resources management and its relevance to socio-cultural challenges through insightful discussions on current issues that impact retention and poor performance.
- Learn to develop employability skills using self-assessment tools, by designing, planning, and creating of a workable portfolio to enhance strategic managing of careers and job qualifications.

Building Teams and Resolving Conflicts—MGMT 340—This course examines principles of team building and conflict resolution. Methods of building cohesive teams and diffusing confrontation will be discussed. Students will also explore the opportunities and challenges that arise from a diverse workforce.

Outcomes:

- Explain the effect of diversity on group performance.
- Apply principles of team building to create solutions.
- Describe the various stages of team development.
- Discuss various approaches to building high performing teams.
- Outline the benefits of cohesive groups.
- Compare conflict resolution techniques.
- Identify mechanisms for diffusing confrontation
- Describe methods to improve negotiation skills and manage serious confrontation



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Diversity in the Workforce—MGMT 345—This course addresses the experience of work as it varies with gender and ethnic background. Topics include work-related stereotypes and attitudes, discrimination and harassment, career choice, occupational segregation, employment patterns, group differences related to fair testing and employment practices, and the relationship of diversity to processes such as supervision, leadership, mentoring and power.

Outcomes:

- Discuss how changes in population affect the makeup of the workforce
- Discuss the effects of laws linked to discrimination by employers.
- Describe the historical issues of difference races in the workforce.
- Discuss the similarities and differences between employment experiences of men and women.
- Discuss the unique issues of multiracial group members.
- Describe the role of gender in occupational choices and opportunities
- Define practices required of employers in regard to religious practices of employees.
- Define ageism and discuss legislation related to work and family.

Personnel and Organization Policy - MGMT 335—In order to select and secure proper human resources for organizational needs, personnel policies must be in place to guide personnel selection, compensation planning and performance management. In addition, policies must be established for progressive disciplinary process and motivational alternatives. These policies must be linked with organizational strategy to develop human resources as a competitive advantage. They must also be linked with proper career management and employee retention activities. This course covers the basic aspects of policy writing for selection, performance management, disciplinary process, employee motivation, and career management.

Outcomes:

- Develop, analyze, and explain the requirements used in the personnel selection process for a specific position.
- Identify and determine the specific methods for which job analysis, design, description and specification are completed.
- Establish performance standards for a job and select methods of performance appraisal, and develop appropriate training for a given need.
- Explain and evaluate the relative worth of a set of jobs, and determine a compensation structure, to assist retention and career management of the company's human resources.
- Learn to identify the need and compose effective policies and procedures used in the guidance and performance management of the workforce.
- Determine and explain the appropriate disciplinary action for a given situation, and identify motivational alternatives in change mastery.



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Managing Organizational Change - MGMT 436—This course presents both conceptual and experiential approaches to the topic of organizational change and organization development. Special emphasis is placed on developing interpersonal skills in order to analyze situations.

Outcomes:

- Evaluate organizational culture, diversity, and the impact on individuals within the organization
- Assess organization development process skills, such as providing support, relaying feedback and observations, and reflecting feelings.
- Apply a systematic diagnosis to organizational situations and diagnose the resistant forces in organization change
- Critique the way that various interpersonal and team techniques fit into an organization development program.
- Develop change strategies for collaborative group relations.
- Critically discuss the impact of technology on business
- Use effective communication techniques as relevant to managing organizational change.
- Recognize situations that present potential ethical and legal issues and develop solutions.

Team Leadership - MGMT 444—This course focuses on the main responsibilities of the manager or supervisor, which is to lead their teams and to provide the motivation and skills to achieve organizational goals. It helps students to improve the direction, motivation and goal achievement for their teams and their organizations, and students are introduced to research perspectives on leadership, the personal side of leadership, the leader as a relationship builder, and the leader as a social architect.

Outcomes:

- Appraise evolving theories of leadership, the behavior approaches to leadership and the various contingency approaches to leadership
- Assess how personality, values, attitudes, cognitive differences, emotions and charisma affect leadership
- Critique leading with courage and morals, followers and what motivates them
- Evaluate what motivates people and they want according to Maslow's Hierarchy of Needs
- Evaluate effective communication, dynamics of a team and how to handle conflict
- Assess diversity in today's workforce and how to effectively use diversity to strengthen the workforce
- Evaluate power and how to use power effectively to manage adults and to see how vision affects leadership
- Appraise organizational culture and how to effectively manage culture/diversity conflict
- Evaluate people's inherent fear of change. How to overcome this and deal with resistance.