



Western Technical College

10102134 Principles of Management

Course Outcome Summary

Course Information

Description	The learner will explore the role of effective management within organizations. Emphasis is placed on demonstrating understanding of the four main categories of management responsibilities: planning, organizing, leading and controlling. Students will work on determining their own strengths and weaknesses with regard to management and use case studies and other classroom activities to strengthen these skills.
Career Cluster	Business Management and Administration
Instructional Level	Associate Degree Courses
Total Credits	3
Total Hours	54

Pre/Corequisites

Prerequisite 10102137 Business Management Orientation OR 10104128 Professionalism and Success

Textbooks

Open Educational Resource: *Principles of Management*. Copyright 2020. Publisher: Open Stax. **ISBN-13:** 978-1-59399-876-9. <https://openstax.org/details/books/principles-management>

Learner Supplies

\$30 for access to online simulation. **Vendor:** To be discussed in class. Required.

Program Outcomes

1. Plan the operations of a business across functional areas
2. Organize resources to achieve the goals of an organization
3. Direct individuals and/or processes to meet organizational goals
4. Control business processes
5. Apply principles of corporate responsibility
6. Model customer service principles for a business

Course Competencies

1. Interpret a manager's role and responsibilities.

Assessment Strategies

- 1.1. Written Product
- 1.2. Simulation
- 1.3. Interviews

Criteria

You will know you are successful when

- 1.1. you list and define the four functions of management.
- 1.2. you interview two managers (one entry level manager and one experienced manager).
- 1.3. you summarize findings from interviews.
- 1.4. you explain mistakes that managers have made in their jobs.
- 1.5. you explain the transition that employees go through when promoted to management.

Learning Objectives

- 1.a. Define what management is.
- 1.b. Distinguish among the four principle managerial functions of planning, organizing, leading and controlling.
- 1.c. Differentiate among the three levels of management and identify the responsibilities of managers at different levels.
- 1.d. Discuss top mistakes that managers make in their jobs.
- 1.e. Describe the transition that employees go through when they are promoted to management.
- 1.f. Detail the principal challenges managers face in a global environment.

2. Investigate the development of modern management philosophy.

Assessment Strategies

- 2.1. Written Product
- 2.2. Case Study

Criteria

You will know you are successful when

- 2.1. you list the positive characteristics of various management styles.
- 2.2. you list the negative characteristics of various management styles.
- 2.3. you identify the impact of history on current management styles.
- 2.4. you examine the history and evolution of modern management philosophy.

Learning Objectives

- 2.a. Explain the origins of management.
- 2.b. Describe the history of scientific management.
- 2.c. Discuss the history of bureaucratic and administrative management.
- 2.d. Explain the history of human relations management.
- 2.e. Discuss the history of operations, information, systems and contingency management.
- 2.f. Summarize how management has evolved over time.

3. Investigate the decision making process employed by managers.

Assessment Strategies

- 3.1. Interview
- 3.2. Simulation
- 3.3. Written Project Summary

Criteria

You will know you are successful when

- 3.1. you list the benefits of planning from interview.
- 3.2. you list the pitfalls of planning from interview.
- 3.3. you apply the steps in rational decision making process in the simulation group work.
- 3.4. you develop simulation decisions using the planning process for the Written Project Summary.

Learning Objectives

- 3.a. Discuss the benefits and pitfalls of planning and how to make a plan that works.
- 3.b. Explain the steps of a rational decision making process.
- 3.c. Identify the advantages and disadvantages of group decision making.
- 3.d. Examine critical issues facing organizations (technology, economy, politics, etc.).
- 3.e. Differentiate between strategic, tactical, operational, and contingency plans.

4. Analyze how organizational structure can impact effectiveness.

Assessment Strategies

- 4.1. Written Product-self assessment
- 4.2. Essay Exam

Criteria

You will know you are successful when

- 4.1. you discover your strengths and weakness as they relate to being future managers.
- 4.2. you explain centralized versus decentralized structure.
- 4.3. you describe matrix, cross-functional, and reporting relationships.
- 4.4. you differentiate between informal versus formal structure.

Learning Objectives

- 4.a. Differentiate between informal versus formal structure.
- 4.b. Explain centralized versus decentralized structure.
- 4.c. Describe matrix, cross functional, and reporting relationships.
- 4.d. Explore the importance of adaptability and flexibility in today's organizations.

5. Characterize the importance of the leadership function of management.

Assessment Strategies

- 5.1. Written Product
- 5.2. Simulation

Criteria

You will know you are successful when

- 5.1. you compare characteristics of leaders and managers.
- 5.2. you participate as a leader in simulation group work.
- 5.3. you discover your personal motivation and level of leadership style.
- 5.4. you compare communication styles and its effect on management and leadership.

Learning Objectives

- 5.a. Distinguish theories of leadership.
- 5.b. Analyze management versus leadership.
- 5.c. Determine how to motivate yourself and others.
- 5.d. Understand communication and its effect on management and leadership.

6. Evaluate how management of teams/groups is related organizational performance.

Assessment Strategies

- 6.1. Simulation
- 6.2. Peer Evaluation
- 6.3. Exam

Criteria

You will know you are successful when

- 6.1. you participate as an effective team member in a simulation group work.
- 6.2. you identify the pros and cons of work teams.
- 6.3. you restate the general characteristics of work team.
- 6.4. you evaluate your peers in an effective work team.

Learning Objectives

- 6.a. Define methods managers can use to enhance work-team effectiveness.
- 6.b. Discuss group dynamics and how they influence the functioning and effectiveness of work teams.
- 6.c. Recognize the general characteristics of work teams.
- 6.d. Discuss the pros and cons of using teams to make decisions.
- 6.e. Identify the different types of groups and teams that help managers and organizations achieve their goals.

7. Explain how organizational control helps managers achieve a competitive advantage.

Assessment Strategies

- 7.1. Interview
- 7.2. Simulation
- 7.3. Written Product

Criteria

You will know you are successful when

- 7.1. you restate basic processes of organization control.
- 7.2. you describe the various methods that managers use to maintain control.
- 7.3. you use the results of the interview to determine the methods the managers used to control their organizations.

Learning Objectives

- 7.a. Define the basic process of organizational control.
- 7.b. Discuss the various methods that managers use to maintain control.
- 7.c. Describe the behaviors, processes and outcomes that managers are using to control their organizations.

8. Apply the four functions of management.

Assessment Strategies

- 8.1. Simulation
- 8.2. Written Product
- 8.3. Presentation

Criteria

You will know you are successful when

- 8.1. you participate in group presentation.
- 8.2. you assist team in the preparation of a final group presentation.
- 8.3. you demonstrate the ability to progressively organize cumulative project.
- 8.4. you interpret data to make recommendations for future simulation decisions.

Learning Objectives

- 8.a. Participate in a team application which includes the four functions of management.
- 8.b. Prepare a final presentation which incorporates group activity results.

9. Interpret the role ethics and social responsibility play in management.

Assessment Strategies

- 9.1. Written Product

Criteria

You will know you are successful when

- 9.1. you interpret whether social responsibility hurts or helps an organization economic performance.

- 9.2. you distinguish ethical versus non-ethical work force decision making.
- 9.3. you explain to whom and for what organizations are socially responsible.
- 9.4. you list common types of workplace deviance.

Learning Objectives

- 9.a. Identify common types of workplace deviance.
- 9.b. Describe what influences ethical decision making.
- 9.c. Explain to whom and for what organizations are socially responsible.
- 9.d. Explain whether social responsibility hurts or helps an organization's economic performance.

10. Explore strategies managers use to achieve organizational goals.

Assessment Strategies

- 10.1. Interview

Criteria

You will know you are successful when

- 10.1. you ask current manager what they do in their position.
- 10.2. you ask current manager what they do to be efficient.
- 10.3. you ask current manager what they do to be effective.
- 10.4. you ask current manager how their job assists with the overall goals of the organization.
- 10.5. you share interview information with the rest of the class.

Learning Objectives

- 10.a. Define what a manager does.
- 10.b. Determine the difference between efficiency and effectiveness.
- 10.c. Identify effective strategies managers use.
- 10.d. Identify efficient strategies managers use.
- 10.e. Compare how the manager's job helps an organization achieve it's goals.