

Area: Business & Computer Science
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Degrees: A.A. - Management
 A.A. - Leadership
 Certificates: Management
 Leadership
 Introduction to Leadership in Action
 Certificates of Completion offered by the department:
 Leadership in Action: Psychology and Team Facilitation
 Leadership in Action: Systems Thinking
 Leadership in Action: Theory of Knowledge/Prediction
 Leadership in Action: Variation and Statistics

DEGREES AND CERTIFICATES

Management Degree

This program is intended for those who wish to progress to positions of responsibility in their respective industry. Its strong management focus provides the knowledge and skills needed to progress into management positions. Topics include management communication, human resources, organizational behavior, diversity management, and business computer applications.

Student Learning Outcomes

Upon completion of this program, the student will be able to:

- incorporate leadership skills and abilities that are effective in managing a multicultural workforce.
- analyze practical business problems.
- apply current management philosophies to current management problems.
- integrate management principles in relationship to finance, personnel, products, services and information.
- communicate effectively verbally and in writing in various business settings.
- utilize critical thinking and research skills in the evaluation of alternative solutions.

| Requirements for Degree | 24 Units |
|--|----------|
| MGMT 300 Introduction to Leadership in Action..... | 3 |
| MGMT 304 Introduction to Management Functions..... | 3 |
| MGMT 308 Personnel and Human Resources Management..... | 3 |
| MGMT 360 Management Communication..... | 3 |
| MGMT 362 Techniques of Management..... | 3 |
| MGMT 372 Human Relations and Organizational Behavior..... | 3 |
| And a minimum of 6 units from the following: | 6 |
| BUS 340 Business Law (3) | |
| CISA 306 Intermediate Word Processing (2) | |
| CISA 308 Exploring Word Processing and Presentation Software (1) | |
| CISA 316 Intermediate Electronic Spreadsheets (2) | |
| CISA 318 Exploring Spreadsheet Software (1) | |
| CISA 340 Presentation Graphics (2) | |
| MGMT 142 Project Management Techniques and Software (3) | |

Associate Degree Requirements: The Management Associate in Arts (A.A.) Degree may be obtained by completion of the required program, plus general education requirements, plus sufficient electives to meet a 60-unit total. See ARC graduation requirements.

Management Certificate

This program is designed for those who wish to progress from entry-level positions in management and related areas. Topics include human resources, business law, management communication, and organizational behavior.

Student Learning Outcomes

Upon completion of this program, the student will be able to:

- analyze practical management problems.
- apply current management philosophies to current management problems.
- integrate management principles in relationship to finance, personnel, products, services and information.
- utilize critical thinking and research skills in the evaluation of alternative solutions.

Requirements for Certificate 15 Units

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|---|---|
| MGMT 304 Introduction to Management Functions..... | 3 |
| MGMT 308 Personnel and Human Resources Management..... | 3 |
| MGMT 360 Management Communication..... | 3 |
| MGMT 362 Techniques of Management..... | 3 |
| MGMT 372 Human Relations and Organizational Behavior..... | 3 |

Leadership Degree

The Leadership degree program centers around the leadership and management functions essential to building world class organizations. It focuses on the design of effective organizational systems and includes customer service, effective planning, statistical analysis, teamwork, and leadership. It also includes systems design, development, measurement, and improvement. Additionally, it examines the study of physics, statistics, ethics, business communications, and organizational psychology.

Student Learning Outcomes

Upon completion of this program, the student will be able to:

- define the underlying principles and practices of leadership both personally and professionally.
- construct a systems approach to work, providing fundamental systems diagrams, flow charts, and functional methodologies for improvement.
- apply organizational strategies to ensure management functions are focused on the customer and measured for efficiency and effectiveness.
- analyze the relationship between leading and managing with an understanding of leadership styles and issues.

(continued on next page)

(Leadership Degree continued)

- develop team-centered corporate cultures to enhance organizational success.
- measure the importance of operations management in relationship to designing effective control procedures that evolve into a continual improvement approach to production strategies.

| Requirements for Degree | | 24 Units |
|---|--|-----------------|
| MGMT 300 | Introduction to Leadership in Action..... | 3 |
| MGMT 320 | Leadership in Action: Organizational Variation | 3 |
| MGMT 330 | Leadership in Action: Organizational Teams | 3 |
| MGMT 340 | Leadership in Action: Organizational Systems | 3 |
| MGMT 350 | Leadership in Action: Organizational Learning | 3 |
| MGMT 142 | Project Management Techniques and Software | 3 |
| And a minimum of 6 units from the following: | | 6 |
| MGMT 374 | Social Responsibility and Ethics in Management (3) | |
| PSYC 383 | Introduction to Organizational Psychology (3) | |
| PHYS 310 | Conceptual Physics (3) | |

Associate Degree Requirements: The Leadership Associate in Arts (A.A.) Degree may be obtained by completion of the required program, plus general education requirements, plus sufficient electives to meet a 60-unit total. See ARC graduation requirements.

Leadership Certificate

This certificate focuses on the leadership and management functions essential to building world class organizations. It also includes concepts, such as customer satisfaction with emphasis on effective planning, systems design, statistical analysis, teamwork, and leadership. It includes the study of physics, statistics, ethics, and organizational psychology.

Student Learning Outcomes

Upon completion of this program, the student will be able to:

- describe the underlying principles and practices of leadership
- construct a systems approach to work using fundamental systems diagrams, flow charts, and functional methodologies for improvement.
- analyze the relationship between leading and managing.
- develop team-centered corporate cultures to enhance organizational success.
- measure the importance of operations management in relationship to designing effective control strategies.

| Requirements for Certificate | | 27 Units |
|-------------------------------------|--|-----------------|
| MGMT 142 | Project Management Techniques and Software | 3 |
| MGMT 300 | Introduction to Leadership in Action..... | 3 |
| MGMT 320 | Leadership in Action: Organizational Variation | 3 |
| MGMT 330 | Leadership in Action: Organizational Teams | 3 |
| MGMT 340 | Leadership in Action: Organizational Systems | 3 |
| MGMT 350 | Leadership in Action: Organizational Learning | 3 |
| MGMT 374 | Social Responsibility and Ethics in Management | 3 |
| PHYS 310 | Conceptual Physics..... | 3 |
| PSYC 383 | Introduction to Organizational Psychology..... | 3 |

Introduction to Leadership in Action Certificate

The Introduction to Leadership in Action certificate focuses on the leadership and management functions essential to building world class organizations in today's diverse and complex environments. It also addresses customer satisfaction with emphasis on the development of effective planning, systems design, statistical analysis, teamwork and leadership.

Student Learning Outcomes

Upon completion of this program, the student will be able to:

- assess the underlying principles and practices of organizational leadership both personally and professionally.
- analyze and plan organizational strategies to ensure leadership and management functions are focused on the customer and measured for efficiency and effectiveness.
- distinguish between leading and managing as well as the effective design and use of groups and teams within organizational processes for the purpose of creating team-centered corporate cultures.

| Requirements for Certificate | | 15 Units |
|-------------------------------------|--|-----------------|
| MGMT 300 | Introduction to Leadership in Action..... | 3 |
| MGMT 320 | Leadership in Action: Organizational Variation | 3 |
| MGMT 330 | Leadership in Action: Organizational Teams | 3 |
| MGMT 340 | Leadership in Action: Organizational Systems | 3 |
| MGMT 350 | Leadership in Action: Organizational Learning | 3 |

**CERTIFICATES OF COMPLETION
(offered by the department)****Leadership in Action:
Psychology and Team Facilitation Certificate**

The Leadership in Action: Psychology and Team Facilitation certificate centers around the elements of human psychology as it relates to organizational groups, work teams and self-managed teams. It provides a framework of individual self-study as it relates to interacting with others. Furthermore, it includes the design, development and implementation of high performance teams to maximize organizational success.

Student Learning Outcomes

Upon completion of this program, the student will be able to:

- analyze the important aspects of group behavior and team process in relationship to individual psychological variance.
- identify the organizational and social benefits of group and team formation and the four stages of their development: forming, storming, norming and performing.
- measure the utilization and effectiveness of empowerment, teamwork and self-managed teams from a task and maintenance function perspective in teams as it relates to organizational success.
- apply team empowerment concepts relative to organizational effectiveness.

| Requirements for Certificate | | 9 Units |
|-------------------------------------|--|----------------|
| MGMT 300 | Introduction to Leadership in Action | 3 |
| MGMT 330 | Leadership in Action: Organizational Teams | 3 |
| PSYC 383 | Introduction to Organizational Psychology..... | 3 |

**Leadership in Action:
Systems Thinking Certificate**

The Leadership in Action: Systems Thinking certificate focuses on the holistic nature of life and examines organizations from this foundational perspective. It centers on the design, implementation and measurement of systems that carry out predefined actions as a result of anticipated events, identifies the nature of imperfect implementation technology and describes how system limitations complicate organizational progress.

Student Learning Outcomes

Upon completion of this program, the student will be able to:

- evaluate the defining factors of a system by determining the purpose of the system, the events to which it must respond, its fundamental activities and the formation of both current and past events that the system must store in order to carry out its responses to establish and maintain system integrity.
- construct systems models of organizational processes specific to the individual's work for the purpose of performance measurement and improvement.
- analyze the functionality of systems design in relationship to overall product output, organizational productivity and customer satisfaction.

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| Requirements for Certificate | | 9 Units |
| MGMT 300 | Introduction to Leadership in Action | 3 |
| MGMT 340 | Leadership in Action: Organizational Systems | 3 |
| PHYS 310 | Conceptual Physics | 3 |

**Leadership in Action:
Theory of Knowledge/Prediction Certificate**

The Leadership in Action: Theory of Knowledge/Prediction certificate centers on the basic business systems and the practical application of the tools of systems thinking. It focuses on the principles of Profound Knowledge as it relates to the planning processes of organizations, the manager's ability to design and implement effective systems to the prediction of the strategic plans and the measurement of the output and outcomes on overall effectiveness.

Student Learning Outcomes

Upon completion of this program, the student will be able to:

- appraise organizational progress with the tools of Essential Process Analysis (EPA) to revise and design the delivery of organizational products and services.
- explore human capabilities of systems' members.
- apply the theories of Emotional Intelligence at work.
- use the tools of information management to explore patterns in systems thinking.

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| Requirements for Certificate | | 9 Units |
| MGMT 300 | Introduction to Leadership in Action | 3 |
| MGMT 350 | Leadership in Action: Organizational Learning | 3 |
| MGMT 374 | Social Responsibility and Ethics in Management | 3 |

**Leadership in Action:
Variation and Statistics Certificate**

The Leadership in Action: Variation and Statistics certificate centers on the importance of statistical knowledge of variation, variation patterns and the methodology and use of statistical tools to assist managers with the measurement and improvement of organizational processes. It emphasizes the practical application of statistical tools in the workplace.

Student Learning Outcomes

Upon completion of this program, the student will be able to:

- apply statistical tools to effect direct improvement to critical variances in organizational performance.
- collect valid data on real-life organizational problems and perform statistical analysis.
- evaluate the methods of the Taguchi Loss Function in the development and design of administrative and service processes.
- compare and contrast the appropriate uses for Statistical Process Control (SPC) as an organizational tool to measure and improve overall systems effectiveness and customer satisfaction.

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| Requirements for Certificate | | 6 Units |
| MGMT 300 | Introduction to Leadership in Action | 3 |
| MGMT 320 | Leadership in Action: Organizational Variation | 3 |

Management

MGMT 120 Leadership for Personal Excellence 1 Unit

Hours: 18 hours LEC

This course is an introduction to the practical application of personal leadership tools. It explores concepts in the areas of the sources of leadership, external and personal factors, the impact of beliefs, the power of self rewards, imagination, and creativity. This course emphasizes the connection between effective self leadership and effective leadership of others.

MGMT 121 Leadership for Personal Excellence in Teams 1 Unit

Hours: 18 hours LEC

This course examines the practical application of personal leadership in teams. It presents an in-depth approach to the sources of leadership, external and personal factors; the impact of beliefs, the power of self rewards, imagination and creativity, and introduces the concepts of team self-leadership, and the application of tools to empower change. This course emphasizes the connection between effective personal leadership and effective leadership of others.

MGMT 122 Leadership for Personal Excellence in Organizations 1 Unit

Hours: 18 hours LEC

This course examines the practical application of personal leadership tools as applied to organizational process. It explores the areas of the sources of leadership, external and personal factors, the impact of beliefs, the power of self rewards, imagination and creativity, team self leadership, and the application of tools to empower change. This course emphasizes the connection between effective personal leadership and its application to organizations and the effective leadership of others.

MGMT 142 Project Management Techniques and Software 3 Units

Same As: CISA 160

Advisory: ENGWR 102 or 103, and ENGRD 116; OR ESLR 320 and ESLW 320; CISC 300

Hours: 54 hours LEC

This introductory course covers the responsibilities of a project manager. It includes the knowledge needed to manage a project, control costs, and schedule resources. It also introduces the use of project management software to track project resources, tasks, and milestones. This course is not open to students who have taken CISA 160.

MGMT 294 Topics in Management .5-5 Units

Hours: 90 hours LEC

This course examines topics in management that are not included in existing courses. It may be taken three times for a maximum of three units, providing there is no duplication of topics.

MGMT 300 Introduction to Leadership in Action 3 Units

Advisory: ENGWR 102 or 103, and ENGRD 116 with a grade of "C" or better; OR ESLR 320 and ESLW 320 with a grade of "C" or better; OR placement through assessment process.

Course Transferable to CSU

Hours: 54 hours LEC

This course examines the underlying principles and practices of leadership and its implementation by both individuals and organizations. Topics include leadership traits, motivation, empowerment, communication, continuous process improvement, Total Quality Management, customer focused management, and leading change.

MGMT 304 Introduction to Management Functions 3 Units

Advisory: ENGWR 102 or 103, and ENGRD 116 with a grade of "C" or better; OR ESLR 320 and ESLW 320 with a grade of "C" or better; OR placement through assessment process.

Course Transferable to CSU

Hours: 54 hours LEC

This survey course covers a multitude of management subject areas, such as planning, organization, staffing, leadership and control, team development, communication, business ethics, and global management perspectives. It is a core requirement for management majors. This course provides an overview that is helpful for selecting a specific career and/or major in the field of management.

MGMT 308 Personnel and Human Resources Management 3 Units

Course Transferable to CSU

Hours: 54 hours LEC

This course is an introduction to the study and analysis of personnel and human resource management. It covers essential topics, such as civil rights, labor law, and various management theories foundational to both public and private sector organizations. This course provides an overview that is helpful for selecting a specific career and/or major in the field of business or management.

MGMT 320 Leadership in Action: Organizational Variation 3 Units

Course Transferable to CSU

Hours: 54 hours LEC

This course covers basic managerial statistics, with a focus on understanding variation, variation patterns, and how statistical tools can be used to improve existing organizational processes. It also focuses on the support and use of Statistical Process Control (SPC). Emphasis is placed on the immediate application of the tools in the workplace.

MGMT 330 Leadership in Action: Organizational Teams 3 Units

Course Transferable to CSU

Hours: 54 hours LEC

This course covers basic knowledge of organizational team process with a focus on the practical application of teamwork, team leadership, and individual/group interactive skills. Emphasis is placed on the immediate application of the tools to the work place.

MGMT 340 Leadership in Action: Organizational Systems 3 Units

Course Transferable to CSU

Hours: 54 hours LEC

This course covers basic knowledge of organizational systems with a focus on the practical application of vision, mission, key, essential, and support processes, and organizational improvement methodologies. Emphasis is placed on the immediate application of the tools to the work place.

MGMT 350 Leadership in Action: Organizational Learning 3 Units

Course Transferable to CSU

Hours: 54 hours LEC

This course covers basic knowledge of organizational learning with a focus on the practical application of the concepts of theory and prediction, creating learning environments for structured organizational cultures, and the importance of courage, faith, and justice. Emphasis is placed on the immediate application of the tools to the work place.

MGMT 360 Management Communication 3 Units

Advisory: ENGWR 102 or 103, and ENGRD 116 with a grade of "C" or better; OR ESLR 320 and ESLW 320 with a grade of "C" or better; and SPEECH 301 or 302 with a grade of "C" or better; OR placement through assessment process.

General Education: AA/AS Area II(b)

Course Transferable to CSU

Hours: 54 hours LEC

This course provides skill training in coping with communication problems in organizations. It includes the study of the communication process, the analysis of the barriers to effective oral and written communication, and the development of guidelines to improve interpersonal relations within organizations through the use of effective methods of communication.

MGMT 362 Techniques of Management 3 Units

Advisory: ENGWR 102 or 103, and ENGRD 116 with a grade of "C" or better; OR ESLR 320 and ESLW 320 with a grade of "C" or better; OR placement through assessment process.

Course Transferable to CSU

Hours: 54 hours LEC

This course is designed for supervisors and other entry level managers as well as those entering mid-management positions. It focuses on primary management functions of planning, organizing, controlling, and leading. Related skills, such as time management, cost control, performance evaluation, motivation, communication techniques, and the social responsibility of managers, are also emphasized.

MGMT 372 Human Relations and Organizational Behavior 3 Units

Course Transferable to CSU

Hours: 54 hours LEC

This course emphasizes the psychology of human relations management. It covers human interaction principles that build confidence, competence, and positive attitudes in work organizations. Topics include the basis for human behavior, perception, communication, motivation, performance improvement, group behavior, ethics, and social responsibility.

MGMT 374 Social Responsibility and Ethics in Management 3 Units

Advisory: ENGWR 102 or 103, and ENGRD 116 with a grade of "C" or better; OR ESLR 320 and ESLW 320 with a grade of "C" or better.

General Education: AA/AS Area V(b)

Course Transferable to CSU

Hours: 54 hours LEC

This course examines the ethical climate, management problems which need to be confronted and analyzed, the role integrity plays in the survival and productivity of American organizations, and social responsibility as it relates to management.