

Management

Degrees: A.A. - Management
 A.A. - Modern Management
 A.A. - Small Business Management

Certificates: Management--Business Option
 Modern Management
 Small Business Management

Area: Business
 Associate Vice President:
 Dr. Kathleen Wishnick
 Phone: (916) 484-8622
 Counseling: (916) 484-8572
 Certificates offered by the Business Department:
 Introduction to Modern Management
 Modern Management

Managers are organizational leaders, decision makers and activity coordinators. Management skills are the methods used by these individuals in the selection and education of personnel, the regulation of work flow, planning and the allocation of resources. Resource management theory, selection, and education of employees as well as quality management, are key skills in which every manager must excel. The American River College management program includes a broad cross section of courses designed to develop these skills with options for individuals employed in business, industry and government. The program includes courses in basic management techniques and communication, employee relations, quality management and organizational theory. Specialized courses include a series of classes for the small business entrepreneur. Students may specialize in a particular area of management: Business; Hotel (Hospitality Management); Small Business; Total Quality Management. Certificate programs are available in all options for those who may not desire a full degree program.

Career Opportunities

Employment opportunities in management vary greatly, depending on the type and location of business, industry or public agency. Opportunities are greatest for those already employed in a given field and who seek on-the-job advancement. Keys to managerial promotion continue to be a thorough knowledge of the field and training in management theory and practice.

Management: Business Option

Requirements for Degree Major: 33-35 units

Business Core Requirements 15-17 Units

ACCT 101 or 301	3-4
BUS 110 or ECON 302	3
BUS 300	3

BUS 340	3
BUSTEC 300 (or the passing of a keyboarding competency test)	1-0
Computer Information Science*	3
*Three units selected from CIS classes, ACCT 341, 343; BUSTEC 305, 310.	

Concentration Requirements 18 Units

BUS 330	3
MGMT 300 or 362	3
MGMT 360 or BUS 310	3
MGMT 372	3
<i>Six units from the following:</i>	
BUS 210, 212, 214, 216, 218, 220, 350; MGMT 130	

Recommended Electives

CISA 310, 320; CISC 320, 340; SPEECH 301

Requirements for Certificate: 27 units

Courses Required Units

<i>Three units selected from CISC 300 or computer applications³</i>	
BUS 330	3
MGMT 360	3
MGMT 362	3
MGMT 372	3
<i>Twelve units from these electives:</i>	
ACCT 101 or 301; BUS 105, 210, 212, 214, 216, 218, 220, 300, 340, 350; MKT 310; BUS 110 or ECON 302; MGMT 174, 300, 308	

Small Business Management

Provides training for the field of small business as owner, manager or employee. The curriculum contains classes in planning, financing and operating a small business as well as training in marketing, business law, accounting and general education.

Requirements for Degree Major: 33-35 units

Business Core Requirements 15-17 units

ACCT 101 or 301	3-4
BUS 110 or ECON 302	3
BUS 300	3
BUS 340	3
BUSTEC 300 (or passing of a keyboarding competency test)	1-0
Computer Information Science*	3
*Three units selected from CIS classes; ACCT 341, 343; BUSTEC 305, 310	

Management

Concentration Requirements **18 Units**

BUS 105	3
BUS 350	3
MGMT 300 or 362 or 372	3
MKT 300	3
MKT 312	3
<i>Select three units from</i>	
BUS 210, 212, 214, 216, 218, 220, 222, 224, 226, 228	3

Recommended Electives

ACCT 121, 341; BUS 320, 330; MKT 310, 314; CISA 300, 310, 320, 340; CISC 320; MGMT 360

Requirements for Certificate: **32-33 units**

Courses Required	Units
ACCT 101 or 301	3-4
ACCT 121	3
ACCT 341	2
BUS 210, 212, 214, 216, 218, 220, 222, 224, 226, 228	3
BUS 330	3
BUS 340	3
BUS 350	3
MGMT 300 or 362 or 372	3
MKT 300	3
MKT 310	3
MKT 312 or 314	3

General Education Graduation Requirements:

Students must also complete the general education graduation requirements for an A.A. degree. See graduation requirements.

Modern Management

Requirements for Degree Major: **37-38 units**

Business Core Requirements **10-11 Units**

ACCT 101 or 301	4
BUS 119 or ECON 302	3
BUSTEC 300 (or the passing of a keyboarding competency test)	1-0
MGMT 360 or BUS 310	3

Concentration Requirements **27 Units**

MGMT 300	3
MGMT 320	3
MGMT 321	3
MGMT 330	3
MGMT 332	3
MGMT 340	3
MGMT 341	3
MGMT 350	3
MGMT 351	3

Recommended Electives

ACCT 311; ECON 304; ENGWR 300; MGMT 102, 362

Requirements for Certificate: **27 Units**

MGMT 300	3
MGMT 320	3
MGMT 321	3
MGMT 330	3
MGMT 332	3
MGMT 340	3
MGMT 341	3
MGMT 350	3
MGMT 351	3

Modern Management Certificates

Introduction to Modern Management Certificate

Requirements for Certificate **15 units**

Courses Required	Units
MGMT 300	3
MGMT 320	3
MGMT 330	3
MGMT 340	3
MGMT 350	3

Appreciation of Systems/Systems Thinking certificate

Requirements for Certificate **9 units**

Courses Required	Units
MGMT 300	3
MGMT 340	3
MGMT 341	3

Psychology and Team Facilitation Certificate

Requirements for Certificate **9 units**

Courses Required	Units
MGMT 300	3
MGMT 330	3
MGMT 332	3

Theory of Knowledge/Prediction Certificate

Requirements for Certificate **9 units**

Courses Required	Units
MGMT 300	3
MGMT 350	3
MGMT 351	3

Variation and Statistics Certificate

Requirement for Certificate **9 units**

Courses Required	Units
MGMT 300	3
MGMT 320	3
MGMT 321	3

MGMT 100 Management of Change 3 Units

Formerly: MGMT 61

Prerequisite: None

Course Not Transferable UC or CSU

Hours: 54 hours LEC

This course focuses on the development of effective management response to organizational change. Emphasis is placed on identifying how change affects the lives of organizational members and synthesizing the proper response to reduce stress at all levels. How to facilitate change in an organization and its effect on personal change and growth are explored.

MGMT 102 Management of Conflicts/IBA 1 Unit

Formerly: MGMT 62

Prerequisite: None

Course Not Transferable UC or CSU

Hours: 18 hours LEC

This course focuses on the development of skills of dealing with differences and finding ways of reaching mutual agreements amicably. It is based on the work of the Harvard Negotiation Project on improving skills in conflict resolution and agreement making by separating the people from the problem. It is about win-win negotiations, adding a process to address issues in relationships. This course teaches attendees multipurpose process to foster good relationships and better communications.

MGMT 110 Preparing to Join a Team 1 Unit

Formerly: MGMT 65A

Prerequisite: None

Course Not Transferable UC or CSU

Hours: 18 hours LEC

This course introduces individuals who have had prior working experience in areas that were individual based, and individuals who have not had work experience to team membership. It focuses on team membership, team development processes, ones learning styles, and ones contribution to the development of a team.

MGMT 111 Skills for Team Members 1 Unit

Formerly: MGMT 65B

Prerequisite: None

Course Not Transferable UC or CSU

Hours: 18 hours LEC

This course introduces individuals who have had prior working experience in areas that were individual based, and individuals who have not had work experience to team development. Topics include beginning stages of team development, team mechanics, and group dynamics of an effective team.

MGMT 112 Adapting to the Team Workplace 1 Unit

Formerly: MGMT 65C

Prerequisite: None

Course Not Transferable UC or CSU

Hours: 18 hours LEC

This course introduces individuals who have had prior working experience in areas that were individual based, and people who have not had work experience to the team workplace. They will learn how to measure the team's performance level, experience the team development stages and develop and use planning and participation tools for teams. Topics will include: how to measure a team performance level, team developmental stage, planning and participation stage, planning and participation stages for teams in a classroom-lab-setting.

MGMT 120 Self-Leadership for Personal Excellence, Module A 1 Unit

Formerly: MGMT 67A

Prerequisite: None

Course Not Transferable UC or CSU

Hours: 18 hours LEC

This course is designed as an introduction for those who are interested in examining the practical application of self-leadership tools. It explores introductory 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 Self-Leadership for Personal Excellence, Module B 1 Unit

Formerly: MGMT 67B

Prerequisite: None

Course Not Transferable UC or CSU

Hours: 18 hours LEC

This course is designed as a continuation for those who are interested in examining the practical application of self-leadership tools. It expands the areas of 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 self-leadership and effective leadership of others.

MGMT 122 Self-Leadership for Personal Excellence, Module C 1 Unit

Formerly: MGMT 67C

Prerequisite: None

Course Not Transferable UC or CSU

Hours: 18 hours LEC

This course is the last in a series of courses designed for those who are interested in examining the practical application of self-leadership tools. It further 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 will validate and reinforce the need for individuals to assist attendees in applying the examined principles to influence their own life and career. This course emphasizes the connection between effective self-leadership and effective leadership of others.

MGMT 130 Applying Quality Tools 1-3 Units

Formerly: MGMT 70

Prerequisite: None

Course Not Transferable UC or CSU

Hours: 18-54 hours LEC

This course is designed for those interested in examining the practical application of quality principles. It explores the areas of quality concepts, customer focus, tools and techniques, and the process. This course sets the foundation of a learning organization and provides training that will enable individuals to turn their organizations into an empowered group of motivated, educated, and committed leaders.

MGMT 174 Social Responsibility and Ethics in Management 3 Units

Formerly: MGMT 87

Prerequisite: None

Corequisite: MGMT 300.

Course Not Transferable UC or CSU

Hours: 54 hours LEC

This course examines the new ethical climate, the problems which need to be confronted and analyzed; and the role integrity plays in the survival and productivity of American organizations in both the private and public sectors. Course work and studies will incorporate daily news events as well as text materials. AA/AS area C2

MGMT 294 Topics in Management .5-5 Units

Formerly: MGMT 93

Prerequisite: To be determined with each topic.

Course Not Transferable UC or CSU

Hours: 9-90 hours LEC and/or 27-270 hours LAB

This is an individualized course developed in cooperation with industry and/or government to meet specialized training needs.

MGMT 300 Introduction to Modern Management 3 Units

Formerly: MGMT 1

Prerequisite: None

Advisory: ENGWR 102 or ENGWR 103 and ENGRD 116 or ESLR 320 and ESLW 320.

Course Transferable to CSU

Hours: 54 hours LEC

This course examines the underlying principles and practices of modern management, and how both individuals and organizations can implement them. Such concepts as Continuous Process Improvement, Total Quality Management, and Customer Focused Management are presented.

MGMT 301 Total Quality Management, Phase 2 4 Units

Formerly: MGMT 2F

Prerequisite: Management 2E.

Course Transferable to CSU

Hours: 72 hours LEC

This course continues the development of the student's knowledge and continues the acquisition of "Profound Knowledge," as described by Dr. W. Edwards Deming. The class focuses on the knowledge of the "service model of quality" as initially developed in Europe and now in America, the design and introduction of "empowered teams" into organizations, and the importance of dealing with fear in organizations. Not open to students who have completed Management 2B and 2C.

MGMT 304 Introduction to Management Functions 3 Units

Formerly: MGMT 19

Prerequisite: None

Advisory: ENGWR 102 or ENGWR 103 and ENGRD 116, or ESLR 320 and ESLW 320 or placement through assessment.

Course Transferable to CSU

Hours: 54 hours LEC

This is a basic course in management that introduces a variety of modern management concepts. This course includes the basic management functions of planning, organization, staffing, leadership and control. In addition, such concepts as team development, communication, business ethics, and global management perspectives will be discussed.

MGMT 308 Personnel and Human Resources Management 3 Units

Formerly: MGMT 22

Prerequisite: None

Course Transferable to CSU

Hours: 54 hours LEC

This course is an introduction to the complex study and analysis of such areas as civil rights, labor law, the "Human Resources" organization and various management theories currently found in both public and private sector organizations.

MGMT 320 Modern Management: Variation and Statistics I 3 Units

Formerly: MGMT 3A

Prerequisite: MGMT 300.

Course Transferable to CSU

Hours: 54 hours LEC

This course continues the extension of the basic business statistical knowledge introduced in MGMT 300, with a focus on understanding variation, variation patterns, and how statistical tools can be used to improve existing processes. It also focuses on the support and use of Statistical Process Control (SPC). Emphasis is placed on the immediate application of the tools to the workplace, emphasizing administrative, white collar environments. Course requires team participation.

MGMT 321 Modern Management: Variation and Statistics II 3 Units

Formerly: MGMT 3B

Prerequisite: MGMT 300.

Course Transferable to CSU

Hours: 54 hours LEC

This course is the second in the series of two integrated courses in Modern Management on the application of the understanding and knowledge of variation and statistics. The class focuses on practical application of the knowledge and tools of the design-of-experiments (DOE) using the Taguchi methods and the Taguchi Loss Function in the development and design of administrative and service processes. Emphasis is placed on immediate application in the administrative/service environment. Course requires team participation.

MGMT 330 Teams and Team Facilitation 3 Units

Formerly: MGMT 4A

Prerequisite: MGMT 300.

Course Transferable to CSU

Hours: 54 hours LEC

This course continues the expansion of the basic business knowledge of teams introduced in MGMT 300. It focuses on practical application of the knowledge and tools of metalinguistics and individual/group psychological character. Emphasis is placed on the immediate application of the tools to the work place, emphasizing administrative, white collar environments. Course requires team participation outside of class.

MGMT 332 Team Development 3 Units

Formerly: MGMT 4B

Prerequisite: MGMT 300.

Course Transferable to CSU

Hours: 54 hours LEC

This course focuses on the extension of the basic business knowledge of teams, with a focus on practical application of the knowledge and tools of Neuro Linguistic Programming (NLP) and Human Dynamics approach to psychology to assist in the design and delivery of administrative and service products/offerings. Emphasis is placed on the immediate application of the tools to the workplace, emphasizing administrative, white collar environments. Course requires team participation outside of class.

MGMT 340 Management and Systems Thinking I 3 Units

Formerly: MGMT 5A

Prerequisite: MGMT 300.

Course Transferable to CSU

Hours: 54 hours LEC

This course focuses on the extension of the basic business knowledge of systems. It is based on practical application of the knowledge and tools of Systems Thinking. Essential Process Analysis/Synthesis is used as the tool for appraising and revising the design and delivery of administrative and service products offerings. Emphasis is also placed on the tools of Fuzzy Thinking, and the theory of Living Systems in the workplace. The need to recognize/counter the main obstacle to systems change, fear, is also closely examined. Course requires team participation outside of class.

MGMT 341 Management and Systems Thinking II 3 Units

Formerly: MGMT 5B

Prerequisite: MGMT 300.

Course Transferable to CSU

Hours: 54 hours LEC

This course focuses on both individual and organizational system's changes that are essential if the quality model is to properly function. Expanding on the teachings of MGMT 300, especially the principals of Profound Knowledge (as set forward by Dr. W. Edwards Deming), the set expands the concept of human capabilities of systems members and demonstrates the need for the

addition of Emotional Intelligence at Work, as an essential component of any system. The course will make extensive use of the Internet for understanding and sharing state-of-the-art systems thinking. Course requires team participation.

MGMT 350 Organizational Learning: Theory of Knowledge 3 Units

Formerly: MGMT 6A

Prerequisite: MGMT 300.

Course Transferable to CSU

Hours: 54 hours LEC

This course continues the study of "Profound Knowledge", as described by Dr. W. Edwards Deming. It focuses on the Theory of Knowledge, customer service, and organization leadership based on integrity. It emphasizes basic team formation/member psychology and the total quality impact in society, the organization, the team, and individual lives.

MGMT 351 Modern Management: Theory of Knowledge II: Organizational Implementation 3 Units

Formerly: MGMT 6B

Prerequisite: MGMT 300.

Course Transferable to CSU

Hours: 54 hours LEC

This class continues the expansion of the attendees understanding and ability to utilize the concept of "Profound Knowledge" as described by Dr. W. Edwards Deming. The class focuses of the Theory of Knowledge (the ability to make accurate predictions of system activity), the formation of the "New Leadership" in executive teams, and the importance of developing an internal education/training effort using the newest principles of Action Learning as practiced by many Fortune 500 companies.

MGMT 360 Management Communication 3 Units

Formerly: MGMT 21

Prerequisite: None

Advisory: BUS 100 or ENGWR 102 or ENGWR 103 and ENGRD 116 or ESLR 320 and ESLW 320 or placement through assessment.

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 an organization through the effective methods of communication. AA/AS area D2

MGMT 362 Techniques of Management 3 Units

Formerly: MGMT 24

Prerequisite: None

Advisory: ENGWR 102 or ENGWR 103 and ENGRD 116; or ESLR 320 and ESLW 320; or placement through assessment.

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. The course provides a clear understanding of management tasks as well as skill development in essential management activities.

MGMT 372 Human Relations and Organizational Behavior 3 Units

Formerly: MGMT 23

Prerequisite: None

Advisory: ENGWR 102 or 103 and ENGRD 116 or ESLR 310 and ESLW 310.

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.