

# Management

## Overview

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.

## Roadmaps

Roadmaps lay out all of the courses you need to take for a given degree or certificate.

## A.A./A.S. Degrees

[Management A.A. Degree \(Full Time\) Map \(/academics/programs-and-majors/management-aa-degree-\(full-time\)-map\)](#)

Division Dean

[Kirsten Corbin \(/about-us/contact-us/employee-directory/employee?id=0018152&xid=\)](#)

Department Chair

[Rachna Nagi-Condos \(/about-us/contact-us/employee-directory/employee?id=0004696&xid=\)](#)

HomeBase

[Business HomeBase \(/academics/business-homebase\)](#)

[Business HomeBase \(/academics/business-homebase\)](#)

Phone

(916) 484-8361

Email

[bsclerk@arc.losrios.edu](mailto:bsclerk@arc.losrios.edu) (<mailto:bsclerk@arc.losrios.edu>)

## Associate Degree

## A.A. in Management

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.

Catalog Date: August 1, 2024

## Degree Requirements

COURSE CODE	COURSE TITLE	UNITS
BUS 317	Managing Workplace Conflict	3
BUS 330	Managing Diversity in the Workplace	3
MGMT 300	Introduction to Leadership in Action	3
MGMT 304	Principles of Management (3)	3
MGMT 308	Personnel and Human Resources Management (3)	3
MGMT 360	Management Communication (3)	3
MGMT 372	Human Relations and Organizational Behavior	3
A minimum of 3 units from the following:		3
BUS 332	Cross-Cultural Customer Service (3)	
BUS 340	Business Law (3)	
CISA 305	Beginning Word Processing (2)	
CISA 306	Intermediate Word Processing (2)	
CISA 315	Introduction to Electronic Spreadsheets (2)	
CISA 316	Intermediate Electronic Spreadsheets (2)	
CISA 340	Presentation Graphics (2)	
MGMT 142	Project Management Techniques and Software (3)	
Total Units:		24

*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.*

## 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.

# Certificates of Achievement

## Conflict Management Certificate

This certificate focuses on identifying and understanding the underlying causes of workplace conflict and strategies for managing conflict effectively. It explores the impact of conflict on workplace communication, decision-making, and leadership. It covers practical and strategic skills to prevent escalation of conflict and defuse disruptive behaviors.

Catalog Date: August 1, 2024

### Certificate Requirements

COURSE CODE	COURSE TITLE	UNITS
BUS 317	Managing Workplace Conflict	3
BUS 330	Managing Diversity in the Workplace	3
MGMT 308	Personnel and Human Resources Management	3
MGMT 372	Human Relations and Organizational Behavior	3
Total Units:		12

### Student Learning Outcomes

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

- explain and assess the role personality and negotiating temperament play in workplace conflict management
- analyze the negotiation process, strategies, and techniques for effective conflict resolution in the workplace
- apply a situational approach to workplace conflict resolution
- evaluate the benefits and drawbacks of various conflict management strategies in the context of the workplace
- explain the key challenges to personnel and human resource management in developing the flexible and skilled workforce needed in governmental and private organizations
- describe the effective philosophies of human behavior at work
- define culture within the context of the United States workplace

## 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.

Catalog Date: August 1, 2024

### Certificate Requirements

COURSE CODE	COURSE TITLE	UNITS
BUS 330	Managing Diversity in the Workplace	3
MGMT 300	Introduction to Leadership in Action	3
MGMT 304	Principles of Management	3
MGMT 308	Personnel and Human Resources Management	3
MGMT 360	Management Communication	3
Total Units:		15

### Student Learning Outcomes

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

- describe the underlying principles and practices of leadership.
- 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.
- apply leadership skills and abilities that are effective in managing a multicultural workforce.

## 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.

Catalog Date: August 1, 2024

### Certificate Requirements

COURSE CODE	COURSE TITLE	UNITS
MGMT 304	Principles of Management	3
MGMT 308	Personnel and Human Resources Management	3

COURSE CODE	COURSE TITLE	UNITS
MGMT 360	Management Communication	3
MGMT 362	Techniques of Management	3
MGMT 372	Human Relations and Organizational Behavior	3
Total Units:		15

## 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.

## Project Management Certificate

This certificate 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. Included in the program are basic business and management theory, as well as accounting principles.

Catalog Date: August 1, 2024

### Certificate Requirements

COURSE CODE	COURSE TITLE	UNITS
ACCT 101	Fundamentals of College Accounting (3)	3 - 4
or ACCT 301	Financial Accounting (4)	
BUS 300	Introduction to Business	3
MGMT 142	Project Management Techniques and Software (3)	3
or CISA 160	Project Management Techniques and Software (3)	
MGMT 304	Principles of Management	3
Total Units:		12 - 13

## Student Learning Outcomes

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

- construct a basic plan of action utilizing project management software
- compare and contrast various theories of leadership and motivation
- explain the principles of project management with regard to case studies
- demonstrate the ability to formulate a project plan, given specific scenarios
- assess the inherent advantages and shortcomings in various software packages
- interpret the basic elements of financial statements
- apply the basic functions of management, such as planning and control functions

## Career Information

Organizations need employees who understand basic business and management theory and can manage a project from inception to completion. Employment outlook for the 2012-2022 period projects over 40,000 job openings nationally for Project Managers, in a variety of industries, as a "new and emerging" occupation.

## Management (MGMT) Courses

### MGMT 142 Project Management Techniques and Software

Same As:	CISA 160
Units:	3
Hours:	54 hours LEC
Prerequisite:	None.
Advisory:	ENGWR 102 or 103, and ENGRD 116; OR ESLR 320 and ESLW 320; CISC 300
Catalog Date:	August 1, 2024

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.

## Student Learning Outcomes

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

- construct a basic plan of action utilizing project management software.
- compare and contrast various theories of leadership and motivation.
- explain the principles of project management with regard to case studies.
- demonstrate the ability to formulate a project plan, given specific scenarios.

- assess the inherent advantages and shortcomings in various software packages.

## MGMT 230 Introduction to Purchasing Contracts

Units: 3  
 Hours: 54 hours LEC  
 Prerequisite: None.  
 Catalog Date: August 1, 2024

This course introduces students to purchasing contract theory and practice. Topics include Uniform Commercial Code, contractual business and legal risk mitigation, contract development for goods and services purchases, scope of work and specification development, and contract breach.

### Student Learning Outcomes

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

- explain the basics of purchasing contract theory (offer, acceptance, and consideration) and the utilization of contracts to mitigate business and legal risk.
- describe the importance of proper specifications and scope of work definition in contract development.
- analyze how the terms and conditions negotiated in a contract reflect components of total cost.

## MGMT 231 Negotiation Planning

Units: 3  
 Hours: 54 hours LEC  
 Prerequisite: None.  
 Catalog Date: August 1, 2024

This course introduces students to the concept of "total cost," and covers the skills to perform cost analysis in support of supplier selection and effective supplier negotiations. It also includes participatory exercises in mock negotiations using the techniques learned in this course.

### Student Learning Outcomes

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

- explain the concept of "total cost," and differentiate between acquisition cost and total cost.
- differentiate between data-based and behavioral-based negotiation techniques and how they are used.
- express the necessary post-negotiation steps to ensure effective documentation of the outcome of supplier negotiations.

## MGMT 233 Purchasing Organization Management

Units: 3  
 Hours: 54 hours LEC  
 Prerequisite: None.  
 Catalog Date: August 1, 2024

This course focuses on the management of a global or regional purchasing operation within a corporation. Concepts covered include organizational structure, hiring, success metrics, tactical and strategic purchasing focus areas, community and environmental obligations, purchasing code of ethics, purchasing policies and procedures, and eCommerce tools and applications.

### Student Learning Outcomes

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

- summarize the purpose and role of the purchasing organization and its obligation to the company.
- explain the importance of purchasing success metrics and their role in assessing effective operations.
- express how purchasing policies and procedures are used to manage risk and improve results.
- articulate the role and importance of green purchasing initiatives.

## MGMT 295 Independent Studies in Management

Units: 1 - 3  
 Hours: 54 - 162 hours LAB  
 Prerequisite: None.  
 Catalog Date: August 1, 2024

Independent Study is an opportunity for the student to extend classroom experience in this subject, while working independently of a formal classroom situation. Independent study is an extension of work offered in a specific class in the college catalog. To be eligible for independent study, students must have completed the basic regular catalog course at American River College. They must also discuss the study with a professor in this subject and secure approval. Only one independent study for each catalog course will be allowed.

### Student Learning Outcomes

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

- demonstrate the importance of organizational processes for the area of study.
- analyze the issues of the area of study.
- define the terms of the area of study.
- apply the theories of the area of study.

# MGMT 299 Experimental Offering in Management

Units: 0.5 - 4  
Prerequisite: None.  
Catalog Date: August 1, 2024

This is the experimental courses description.

## MGMT 300 Introduction to Leadership in Action

Units: 3  
Hours: 54 hours LEC  
Prerequisite: None.  
Transferable: CSU  
Catalog Date: August 1, 2024

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

### Student Learning Outcomes

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

- explain the role of individual and organizational educational processes for implementing leadership principles.
- apply principles of effective leadership in managing people and processes.
- describe basic relationships required to establish, maintain, and lead effective teams.
- compare differences between personal and organizational requirements of leadership and management.

## MGMT 304 Principles of Management

Units: 3  
Hours: 54 hours LEC  
Prerequisite: None.  
Transferable: CSU  
Catalog Date: August 1, 2024

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.

### Student Learning Outcomes

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

- explain the concept that organizations are collections of people working together to achieve a common purpose.
- identify the duties managers accomplish to facilitate the achievement of organizational outcomes.
- define the five functions of management: planning, organizing, staffing, leading, and controlling in relationship to managerial situations.
- apply a variety of management philosophies to contemporary management problems.
- analyze the various process theories of motivation, such as Maslow, Alderfer, Hersberg, McGregor, and McClelland.

## MGMT 308 Personnel and Human Resources Management

Units: 3  
Hours: 54 hours LEC  
Prerequisite: None.  
Transferable: CSU  
Catalog Date: August 1, 2024

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.

### Student Learning Outcomes

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

- explain the key challenges to human resource management in developing the flexible and skilled workforce currently needed in organizations.
- evaluate the impact of cost pressures on human resource policies.
- apply personnel recruitment and selection methods.
- describe performance appraisal techniques.
- analyze the dynamics and legal foundations of labor and management relations.

## MGMT 350 Leadership in Action: Organizational Learning

Units: 3  
Hours: 54 hours LEC  
Prerequisite: None.  
Transferable: CSU  
Catalog Date: August 1, 2024

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.

## Student Learning Outcomes

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

- define organizational integrity and how it is applied in organizations worldwide.
- demonstrate leadership strategies to provide integrity models for organizational learning.
- design a service model of quality for organizational learning.
- compare changes in leadership theory and practice between the classical industrial/bureaucratic leader and collaborative, team focused leaders.

## MGMT 360 Management Communication

Units:	3
Hours:	54 hours LEC
Prerequisite:	None.
Advisory:	COMM 301 or 302 with a grade of "C" or better.
Transferable:	CSU
General Education:	AA/AS Area II(b)
Catalog Date:	August 1, 2024

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.

## Student Learning Outcomes

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

- analyze the process of communication and how to engage in it effectively.
- apply the essential elements of clear and purposeful oral and written communications to achieve organizational effectiveness.
- define the characteristics of multicultural communication and cultural difference in the communication process.
- evaluate the importance of clear communication in organizational performance, efficiency, and effectiveness.

## MGMT 362 Techniques of Management

Units:	3
Hours:	54 hours LEC
Prerequisite:	None.
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.
Transferable:	CSU
Catalog Date:	August 1, 2024

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.

## Student Learning Outcomes

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

- apply principles of time management, cost control, and decision-making to managerial responsibilities.
- assess responsibilities of management both within the organization and to the local, state, federal, and global community.
- demonstrate leadership skills.
- organize activities to achieve organizational goals.

## MGMT 372 Human Relations and Organizational Behavior

Units:	3
Hours:	54 hours LEC
Prerequisite:	None.
Transferable:	CSU
Catalog Date:	August 1, 2024

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.

## Student Learning Outcomes

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

- analyze theories of human behavior in the workplace.
- demonstrate effective human interaction skills in the workplace.
- assess interpersonal skills in effective human interaction and negotiation.
- evaluate employee morale and performance in such areas as goal orientation, innovation and creativity, constructive discipline, delegation, and responsibility.
- determine the key ingredients that motivate people.

## MGMT 495 Independent Studies in Management

Units:	1 - 3
Hours:	18 - 54 hours LEC
Prerequisite:	None.
Transferable:	CSU
Catalog Date:	August 1, 2024

This course provides the opportunity for students and faculty to design a learning environment around an area of management study as defined in a proposal and approved by the Management department for each individual area of study.

## Student Learning Outcomes

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

- describe the importance of organizational processes for the area of study.
- analyze the issues of the area of study.
- define the terms of the area of study.
- apply the theories of the area of study.
- construct models for the area of study.

## MGMT 499 Experimental Offering in Management

Units:	0.5 - 4
Prerequisite:	None.
Transferable:	CSU
Catalog Date:	August 1, 2024

This is the experimental courses description.

## Faculty

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### Business and Computer Science (BCS) Lab

The BCS Lab is here to help you complete your educational and career goals.

[Business & Computer Science Lab](#) (~~/BUSINESS-AND-COMPUTER-SCIENCE-LAB~~)