

Management Techniques

Course Outcome Summary

Course Information

Organization	Madison Area Technical College
Developers	Gwen Torkelson
Development Date	6/25/2000
Revised Date	7/25/2003
Course Number	10-102-143
Instructional Level	Associate Degree
Potential Hours of Instruction	54
Total Credits	3

Description

Covers problems facing management and workers, with special emphasis on middle management personnel and their challenges. Management principles are applied to such topics as the relationship of management to the business, its employees, the owner, other customers and the community. Problem solving at the supervisory level is emphasized.

Target Population

Day and evening students from widely varied educational and experiential backgrounds who are pursuing degrees in Business Mid-Management, Computer Operations, Finance and Administrative Assistant programs, as well as non-program students that take the course to enhance management skills for current application or career development purposes.

Types of Instruction

Instruction Type	Contact Hours	Credits
Classroom Presentation	36	3
On Campus Laboratory	18	

Textbooks

Schermerhorn & Chappell. *Introducing Management*. SouthWestern. 2000. ISBN: 0-324-01337-X.

Management Simulations, Inc. *Foundation Business Simulation*. Prentice Hall. 1999. ISBN: 0-13-020237-1.

Learner Supplies

3.5" Floppy Disks. Manufacturer: ---.

3-ring binder. Manufacturer: ---.

Exit Learning Outcomes

Core Abilities

A. Critical thinking

- B. Science and Technology
- C. Social interaction

Program Outcomes

- A. Apply concepts, methods, processes and functions of management to business operations.
- B. Establish and maintain effective working relationships in multicultural settings.
- C. Communicate business information effectively using a variety of formats for a variety of audiences.
- D. Analyze information and make decisions that support the organization's mission and helps the business to successfully adapt to a changing environment.
- E. Solve problems individually and in a team environment.

Competencies

Unit 1. Planning

A. Prepare operating plans

Linked Core Abilities

Science and Technology

Social interaction

Competence will be demonstrated:

- A.1. using a computer simulation
- A.2. using word processing software
- A.3. in a small group

Criteria - Performance will be satisfactory when:

- A.1. you work in a small group to complete an environmental scan for simulated company
- A.2. you work in a small group to prepare a business plan for simulated company
- A.3. you complete a business plan written concisely and accurately
- A.4. your operating strategies and plans lead to achievement of business plans

B. Set objectives and standards

Linked Core Abilities

Critical thinking

Social interaction

C. Develop environmental scan

Linked Core Abilities

Critical thinking

Social interaction

Competence will be demonstrated:

- C.1. given a hypothetical case
- C.2. in a online setting
- C.3. individually
- C.4. on a concept quiz/test

Criteria - Performance will be satisfactory when:

- C.1. you prepare environmental scan for a case
- C.2. your plan meets situation parameters and includes all relevant items

- C.3. you respond to online discussions
- C.4. you respond correctly to 70% of concept quiz/test questions

D. Recognize strategic thinking

You will demonstrate your competence:

- D.1. in an online setting
- D.2. given a SWOT exercise to complete
- D.3. individually in an online discussion

Your performance will be successful when:

- D.1. you respond in an online discussion
- D.2. you meet parameters of SWOT exercise

Unit 2. Controlling

A. Create performance measures

Competence will be demonstrated:

- A.1. by completing assignments
- A.2. using computer simulation
- A.3. on an individual basis, articulating experience
- A.4. on a concept quiz/test

Criteria - Performance will be satisfactory when:

- A.1. you prepare performance measures in several situations
- A.2. performance measures reflect what is important
- A.3. performance measures motivate operations to continually improve
- A.4. performance measures include an identification of waste
- A.5. you respond correctly to 70% of concept quiz/test questions

B. Evaluate performance

Competence will be demonstrated:

- B.1. using computer simulation
- B.2. using Excel and Word
- B.3. on a assignment/exercise

Criteria - Performance will be satisfactory when:

- B.1. you work in a small group to evaluate performance of simulated company on a weekly basis
- B.2. you evaluate a process and reflects on variation reduction

C. Solve operating problems

Competence will be demonstrated:

- C.1. using a computer simulation
- C.2. using Excel and Word

Criteria - Performance will be satisfactory when:

- C.1. you use problem solving process to deal with unsatisfactory results in simulation
- C.2. you implement solutions identified in problem solving process
- C.3. you analyze solutions and makes adjustments based on analysis

D. Prepare reports

Competence will be demonstrated:

- D.1. using a computer simulation
- D.2. using Excel and Word

Criteria - Performance will be satisfactory when:

- D.1. you prepare company reports following an outline
- D.2. you document what happened, why it happened, and what steps will be taken next
- D.3. you prepare simulation debrief

Unit 3. Organizing

A. Solve operating problems

Competence will be demonstrated:

- A.1. individual or in a small group
- A.2. in an online setting
- A.3. on a concept quiz/test

Criteria - Performance will be satisfactory when:

- A.1. you use problem solving process to deal with hypothetical problem
- A.2. your problem solving steps are documented
- A.3. you interview a manager and prepares a report on problem solving
- A.4. you respond in online discussions
- A.5. you respond correctly to 70% of concept quiz/test questions

B. Make operating/personal decisions

Competence will be demonstrated:

- B.1. using a computer simulation
- B.2. individually and in groups
- B.3. in an online setting

Criteria - Performance will be satisfactory when:

- B.1. you use both individual and group decision making methods
- B.2. you make operating decisions for simulated company
- B.3. you use decision analysis tools to support decision making
- B.4. your decision are timely and effective in meeting objectives

C. Analyze organizational trends

Competence will be demonstrated:

- C.1. in an online setting
- C.2. individually
- C.3. using article research and own experiences
- C.4. on a concept quiz/test

Criteria - Performance will be satisfactory when:

- C.1. you respond in online discussions
- C.2. you identify organization/hiring trends for a company
- C.3. you respond correctly to 70% of concept quiz/test questions

D. Analyze business processes

Competence will be demonstrated:

- D.1. using a business process view of an organization
- D.2. individually
- D.3. in an online setting

Criteria - Performance will be satisfactory when:

- D.1. you identify characteristics of a process flow analysis

- D.2. you understand principles of business process integration
- D.3. you respond in online discussions

E. Assess organizational culture

You will demonstrate your competence:

- E.1. in an online setting
- E.2. individually
- E.3. using an assessment tool
- E.4. on a concept quiz/test

Your performance will be successful when:

- E.1. you respond to online discussions
- E.2. you assess a culture
- E.3. you identify difficulties of changing a culture
- E.4. you respond correctly to 70% of concept quiz/test questions

Unit 4. Leading

A. Evaluate performance

Competence will be demonstrated:

- A.1. individually and in small groups
- A.2. using hypothetical situations and own team experience
- A.3. in an online setting
- A.4. on a concept quiz/test

Criteria - Performance will be satisfactory when:

- A.1. you respond in online discussions
- A.2. you assess team performance for simulated company
- A.3. you respond correctly to 70% of concept quiz/test questions

B. Evaluate leadership & motivation

Competence will be demonstrated:

- B.1. in an online setting
- B.2. given assessment tool and motivational theories to apply
- B.3. individually
- B.4. on a concept quiz/test

Criteria - Performance will be satisfactory when:

- B.1. you determine appropriate leadership style for own use
- B.2. you apply modified motivational theories to hypothetical situations
- B.3. you respond to online discussions
- B.4. you respond correctly to 70% of concept quiz/test questions

C. Coach for effective performance

Competence will be demonstrated:

- C.1. individually and in small groups
- C.2. in an online setting
- C.3. on a concept quiz/test

Criteria - Performance will be satisfactory when:

- C.1. you respond in online discussions
- C.2. you identify conflict situations
- C.3. you respond correctly to 70% of concept quiz/test questions

D. Apply ethical framework

Competence will be demonstrated:

- D.1. working individually
- D.2. in an online setting
- D.3. given hypothetical situations/cases
- D.4. on a concept quiz/test

Criteria - Performance will be satisfactory when:

- D.1. you identify own ethical framework style
- D.2. you identify underlying ethical issues
- D.3. you support proposed action using ethical framework in cases
- D.4. you respond correctly to 70% of concept quiz/test questions

E. Analyze innovation & change

You will demonstrate your competence:

- E.1. working individually
- E.2. in an online setting
- E.3. given hypothetical cases
- E.4. on a concept quiz/test

Your performance will be successful when:

- E.1. you identify challenges in change management strategies
- E.2. you respond to online discussions
- E.3. you respond correctly to 70% of concept quiz/test questions