

Course Objectives/Course Outline
Spokane Community College

Course Title: Management Principles

Prefix and Course Number: HM 232

Course Learning Outcomes:

By the end of this course, a student should be able to:

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Course Outline:

- I. Teams: What are They?
 - A. The Basics of Team Building
 - B. How Teams Work
 - C. Models of Good Teams
- II. Becoming a Team
 - A. Team Performance Curves
 - B. Moving Up the Curve
 - C. Team Performance
 - D. Team Leaders
 - E. Obstacles in Team Work
- III. The Potential of Teams
 - A. The Reinforcement Cycle
 - B. Changes Within the Team
 - C. The Role of Top Management Within A Team
- IV. Applying Management Techniques
 - A. Planning
 - B. Goal Setting
 - C. Managing Resources
 - D. Communication
 1. With Your Consumer
 2. Within Your Teams
 - E. Motivating Others
 - F. Completing Performance Evaluations