

**Course Objectives/Course Outline**  
**Spokane Community College**

---

---

**Course Title:** Principles of Management

**Prefix and Course Number:** MMGT 101

---

**Course Learning Outcomes:**

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

- Explain the management revolution and how it affects future managers
- Identify and evaluate social responsibility and ethical issues involved in business situations
- Describe the influence of historical forces on the practice of management
- Explain how organizations adapt to an uncertain environment and identify techniques managers use to influence and control the external environment
- Identify the process of planning, organizing, leading, and controlling
- Evaluate leadership theories to analyze one's own approach to hypothetical situations
- Describe the strategic human resource management process and the influence of government regulations on human resource decisions
- Summarize and evaluate articles dealing with management topics

**Course Outline:**

**I. Introduction**

- A. Definition of management
- B. The role of managers
- C. The evolution of management
  - 1. The origins of management
  - 2. Scientific management
  - 3. Human relations management
  - 4. Operations, information, systems, and contingency management

**II. Organizational Environments and Cultures**

- A. External environments
- B. Internal environments
- C. Ethics and social responsibility

**III. Management Functions**

- A. Planning
  - 1. Strategic planning
  - 2. Tactical planning

3. Operational planning

B. Organizing

1. Corporate-level strategies

2. Industry-level strategies

3. Firm-level strategies

4. Managing human resource systems

C. Leading

1. Motivation

2. Leadership styles

3. Managing communications

D. Controlling

1. The control process

2. Control methods

3. Managing information

4. Managing service and manufacturing operations