COURSE LEARNING OUTCOMES (CLOs)

1. Discuss and communicate the management evolution and how it will affect future managers.
2. Observe and evaluate the influence of historical forces on the current practice of management.
3. Identify and evaluate social responsibility and ethical issues involved in business situations and logically articulate own position on such issues.
4. Explain how organizations adapt to an uncertain environment and identify techniques managers use to influence and control the internal environment.
5. Practice the process of management's four functions: planning, organizing, leading, and controlling.
6. Identify and properly use vocabularies within the field of management to articulate one’s own position on a specific management issue and communicate effectively with varied audiences.
7. Evaluate leadership styles to anticipate the consequences of each leadership style.
8. Gather and analyze both qualitative and quantitative information to isolate issues and formulate best control methods.

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