

MANAGEMENT (MGT)

MGT101 / Techniques of Supervision**3 Credits / 3.0 Periods for Lecture**

Overview of the foundations of supervision and how to get things done within an organization through other people. The functions of planning, organizing, staffing, motivating and controlling presented. Prerequisites: None.

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MGT126 / Customer Service Skills and Strategies**3 Credits / 3.0 Periods for Lecture & Lab**

Explores strategies to help improve job performance and develop a service-oriented philosophy. Uses practical training concepts and techniques to demonstrate how superior customer service can lead to competitive advantage and profitability in business. Focuses on both internal and external customers, interactions among people, processes, and systems within the organization and how to integrate these areas into a total quality delivery program. Prerequisites: None.

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MGT175 / Business Organization and Management**3 Credits / 3.0 Periods for Lecture**

Covers basic principles of managing quality and performance in organizations. Covers management functions: planning, organizing, leading, and controlling. Emphasizes continual improvement, ethics, and social responsibility. Prerequisites: None.

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MGT229 / Management and Leadership I**3 Credits / 3.0 Periods for Lecture**

Covers management concepts and applications for business, industry, and government organizations. Prerequisites: None.

Fulfills: Social-Behavioral Sciences [SB]; Social-Behavioral Sciences [SB]-in combo

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MGT251 / Human Relations in Business**3 Credits / 3.0 Periods for Lecture**

Analysis of motivation, leadership, communications, and other human factors. Cultural differences that may create conflict and affect morale individually and within organizations. Prerequisites: None. MGT101 or MGT175 or MGT229 suggested, but not required.

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MGT253 / Owning and Operating a Small Business**3 Credits / 3.0 Periods for Lecture**

Starting, organizing, and operating a small business, including location, finance management processes, advertisement and promotion, credit, inventory control and ethics. Prerequisites: None.

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