

BUSINESS: MANAGEMENT & SUPERVISION

BEFORE ENROLLING IN DEGREE APPLICABLE COURSES, IT IS RECOMMENDED THAT YOU COMPLETE ENGL 001A AND READ 053.

BUSINESS: MANAGEMENT & SUPERVISION (MGMT)

DIVISION: Commercial Services
DEPARTMENT: Management & Supervision
DEPT CHAIR: Melanie Meyer
PHONE: 408-855-5019
COUNSELING: 408-855-5030

The Management and Supervision Program is designed to provide a realistic learning experience in acquiring the knowledge and skills necessary for a successful career in Management and Supervision. Many of the skills taught in the program can also be used to improve one's promotability and can be used by non-manager/supervisors to enhance current job performance.

Graduates are trained to understand the functions of management and leadership, effectiveness; develop problem solving and decision-making skills; apply the principles of Total Quality Management; and increase abilities to negotiate successfully, build teams, manage projects, apply listening skills, resolve conflicts, manage meetings, manage time and handle difficult people.

Student Learning Outcomes:

Upon successful completion of the Management program, students will be able to:

- Demonstrate effective management skills
- Choose a management career path
- Be prepared for a variety of first-entry management positions.

Career Options:

Salary expectations for managers have a very diverse range depending upon experience and level of responsibility. Almost all organizations have managers in one form or another. Some common businesses employing entry level managers include:

- Fast food restaurants
- Grocery stores
- Healthcare organizations
- Public agencies
- Retail stores
- Small, mid, and large-sized businesses

Some career options require more than two years of college study.

A.S. Degree:

- Management and Supervision

Certificate:

- Human Resource Management
- Management and Supervision (Levels I and II)

Schedule Matrix:

COURSE	FALL	SPRING	SUMMER	WEEKEND
MGMT 009				X
MGMT 010				X
MGMT 011				X
MGMT 012				X
MGMT 013				X
MGMT 014				X
MGMT 015				X
MGMT 016				X
MGMT 017				X
MGMT 018				X
MGMT 019				X
MGMT 020				X
MGMT 021				X
MGMT 022				X
MGMT 023				X
MGMT 024				X
MGMT 025				X
MGMT 026				X
MGMT 027				X
MGMT 028				X
MGMT 029				X
MGMT 039				X

COURSE	FALL	SPRING	SUMMER	WEEKEND
MGMT 101	O,E	O,E		
MGMT 102	O,E			
MGMT 103	E	E,O		
MGMT 111		E		
MGMT 113		E		
MGMT 115	E			
MGMT 116		E		
MGMT 117		E		
MGMT 132	E			X
MGMT 136				X
MGMT 158				X

D= Day classes; E= Evening classes; O= Online; X= Weekend

Management and Supervision - A.S. Degree

The Management and Supervision Program is designed to provide a realistic learning experience in acquiring the knowledge and skills necessary for a successful career in Management and Supervision. Many of the skills taught in the program can also be used to improve one's promotability and can be used by non-manager/supervisors to enhance current job performance.

Required course curriculum:Units

BUS 021	Introduction to Business Computing	3.0
BUS 021L	Introduction to Business Computing	1.0
BUS 028A	Business Law I	3.0
BUS 051	Introduction to American Business	3.0
BUS 064B	Business Mathematics Using Calculators	4.0
MGMT 101	Interpersonal Effectiveness	3.0
MGMT 102	Leadership	3.0
MGMT 118	Human Resources Management	3.0

Plus any 3 of the following:Units

ACCTG 001A	Principles of Accounting	4.0
BUS 037	Fundamentals of Project Management	3.0
BUS 038	Applied Project Management	3.0
BUS 078B	Business Communications	3.0
BUS 079	Human Relations Applied in Business	3.0
MGMT 111	Problem Solving for Managers	3.0
MGMT 113	Management in Practice	3.0
MGMT 115	Operations Management	3.0
MGMT 117	Total Quality Management	3.0
MKT 056A	Marketing Principles	3.0
MKT 074	Purchasing	3.0

Total Units 39.0 - 40.0

Management and Supervision - Certificate Management Level I - Certificate

The Management and Supervision Certificate program focuses on the skills and attitudes necessary for successful management. A LEVEL I or LEVEL II certificate will be issued upon completion of required units and courses for that certificate level, independent of any previous level. Only courses completed with a grade of C or better may be used to satisfy requirements for a certificate.

Required course curriculum:Units

MGMT 101	Interpersonal Effectiveness	3.0
MGMT 102	Leadership	3.0
MGMT 103	Functions of Management	3.0
MGMT 111	Problem Solving for Managers	3.0
MGMT 113	Management in Practice	3.0

Choose 2 of the following courses:Units

MGMT 009	Skills for New Managers	0.5
MGMT 012	Managing Quality	0.5
MGMT 015	Managing Change	0.5
MGMT 016	Conflict Management	0.5
MGMT 017	Conducting Performance Appraisals	0.5
MGMT 018	Communication Skills for Supervisors	0.5
MGMT 020	Building Teams	0.5

Total Units 16.0

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Management Level II - Certificate

The Management and Supervision Certificate program focuses on the skills and attitudes necessary for successful management. A LEVEL I or LEVEL II certificate will be issued upon completion of required units and courses for that certificate level, independent of any previous level. Only courses completed with a grade of C or better may be used to satisfy requirements for a certificate.

Complete a minimum of 16 units from the following courses:	Units
BUS 037 Fundamentals of Project Management	3.0
BUS 038 Applied Project Management	3.0
BUS 078B Business Communications	3.0
MKT 074 Purchasing	3.0
MGMT 115 Operations Management	3.0
MGMT 117 Total Quality Management	3.0
MGMT 118 Human Resources Management	3.0
MGMT 132 Styles of Leadership	1.0
WRKEX 301-304, Cooperative Work Experience	1.0 - 4.0
Total Units	16.0

Human Resource Management - Certificate

Mission College offers a 16-unit Human Resource Management Certificate to students who successfully complete 16 or more units of course work as outlined below. This certificate prepares students with the necessary skills required to conduct human resource management. This certification is noted on the student's college transcript in the certificate/honors section, informing future employers, admissions offices to colleges, and professional institutions that the student has received specialized training in human resource management.

Core Curriculum Courses (Required):	Units
MGMT 101 Interpersonal Effectiveness	3.0
MGMT 118 Human Resources Management	3.0
MGMT 201 Human Resources Internship	1.0

Choose a minimum of 9 units from the following courses:	Units
BUS 028A Business Law I	3.0
BUS 078G Business Writing for Human Resources	1.0
BUS 079 Human Relations Applied in Business	3.0
MGMT 010 Negotiation Skills	0.5
MGMT 014 Interviewing Skills	0.5
MGMT 016 Conflict Management	0.5
MGMT 017 Conducting Performance Appraisals	0.5
MGMT 018 Communication Skills for Supervisors	0.5
MGMT 019 Dealing With Difficult People	0.5
MGMT 020 Building Teams	0.5
MGMT 025 Diversity in the Workplace	0.5
MGMT 026 Motivating at Work	0.5
MGMT 027 Developing Effective Training Programs	0.5
MGMT 028 Compensation Management	0.5
MGMT 029 How to Hire	0.5
MGMT 102 Leadership	3.0
MGMT 103 Functions of Management	3.0
MGMT 136 Conducting Effective Meetings	0.5
Total Units	16.0

Project Management - Certificate

Mission College offers a 16-unit Project Management Certificate to students who successfully complete 16 or more units of coursework as outlined below. This certificate prepares students with the necessary skills required to conduct project management. This certification is noted on the student's college transcript in the certificate/honors section, informing future employers, admissions offices to colleges, and professional institutions that the student has received specialized training in project management.

Core Curriculum Course (Required)	Units
BUS 037 Fundamentals of Project Management	3.0
BUS 038 Applied Project Management	3.0

Choose a minimum of 10 units from the following:	Units
BUS 021 Introduction to Business Computing	3.0
BUS 021L Introduction to Business Computing	1.0
BUS 077 Quality Customer Service	3.0
BUS 078B Business Communications	3.0
BUS 078C Business Report Writing	3.0
BUS 078H Writing Effective E-mail for Business	1.0

BUS 079 Human Relations Applied in Business	3.0
COMM 004 Small Group Communication	3.0
CA 045A Introductory Microsoft Project	1.0
CA 045B Intermediate Microsoft Project	2.0
MGMT 102 Leadership	3.0
MGMT 103 Functions of Management	3.0
MGMT 111 Problem Solving for Managers.....	3.0
Total Units	16.0

Warehousing Logistics - Certificate

Mission College offers a 16-unit Warehousing Logistics Certificate to students who successfully complete 16 or more units of course work as outlined below. This certificate prepares students with the necessary skills required to conduct warehouse operations. This certification is noted on the student's college transcript in the certificate/honors section, informing future employers, admissions offices to colleges, and professional institutions that the student has received specialized training in warehousing.

Core Curriculum (Required)	Units
MGMT 119 Warehousing Operations	4.0
MGMT 120 Forklift Safety and Operations	1.0
MGMT 202 Warehousing Internship	1.0

Job Prep Electives - choose 4 classes:	Units
MGMT 011 Decision-Making Skills	0.5
MGMT 014 Interviewing Skills	0.5
MGMT 018 Communication Skills for Supervisors	0.5
MGMT 019 Dealing With Difficult People	0.5
MGMT 026 Motivating at Work	0.5
MGMT 158 Time Management	0.5

Choose a minimum of 8 units from the following:	Units
BUS 021 Introduction to Business Computing	3.0
BUS 021L Introduction to Business Computing	1.0
BUS 051 Introduction to American Business	3.0
MKT 062 Global Exporting and Importing	1.0
BUS 064A Basic Business Arithmetic	3.0
BUS 077 Quality Customer Service	3.0
BUS 078B Business Communications	3.0
CA 070 Using MS Windows/Vista	1.0
Total Units	16.0

MANAGEMENT AND SUPERVISION (MGMT)

009 • SKILLS FOR NEW MANAGERS 0.5 unit

Total Lecture 8.0 hours
Acceptable for credit: California State University

This course provides an overview of the functions managers and supervisors perform and the essential skills involved. Emphasis will be placed on the leadership skills necessary to succeed as a first level manager or supervisor. *Pass/No Pass Option.*

010 • NEGOTIATION SKILLS 0.5 unit

Total Lecture 8.0 hours
 This course provides insight into what is required to negotiate successfully including attitudes, strategies, plans, and a six-step interactive negotiating process. This course may be offered via distance learning. *Pass/No Pass Option.*

011 • DECISION - MAKING SKILLS 0.5 unit

Total Lecture 8.0 hours
Acceptable for credit: California State University
 This course teaches students how to plan, frame, and research decisions. Students learn how to define decisions, apply appropriate decision frames, generate options, and select the best one. *Pass/No Pass Option.*

012 • MANAGING QUALITY 0.5 unit

Total Lecture 8.0 hours
Acceptable for credit: California State University
 This course explores the major facets of a successful quality management program. It includes an overview of the major quality management philosophies and approaches. A wide range of quality management tools and techniques are reviewed. *Pass/No Pass Option.*

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013 • JOB STRESS MANAGEMENT 0.5 unit

Total Lecture 8.0 hours
Acceptable for credit: California State University

This course helps students develop the knowledge and skills necessary to successfully manage stress on the job. Topics discussed include major factors that cause job stress, the physiological and psychological impacts of stress, and techniques of managing stress. *Pass/No Pass Option.*

014 • INTERVIEWING SKILLS 0.5 unit

Total Lecture 8.0 hours
Acceptable for credit: California State University

This course explores the various types of job-related interviews (selection, promotion, counseling, termination) commonly found in industry and government. Students will practice a variety of interviewing techniques. *Pass/No Pass Option.*

015 • MANAGING CHANGE 0.5 unit

Total Lecture 8.0 hours
Acceptable for credit: California State University

This course explores managing change in the workplace. Topics discussed will include changes taking place in organizations today, discovering how organizations can prepare for change, understanding human reactions to change and how to deal with them, and exploring team involvement and visionary leadership. *Pass/No Pass Option.*

016 • CONFLICT MANAGEMENT 0.5 unit

Total Lecture 8.0 hours
Acceptable for credit: California State University

This course explores the causes and impacts of conflict as well as the best ways to manage conflict in the workplace. Learning to resolve disagreements constructively is the key to maintaining healthy work relationships and fostering a productive work environment. Course will help students improve their interpersonal, communication and mediation skills. *Pass/No Pass Option.*

017 • CONDUCTING PERFORMANCE APPRAISALS 0.5 unit

Total Lecture 8.0 hours
Acceptable for credit: California State University

This course will explore the most common types of performance appraisal systems. Students will learn to identify the strengths and weaknesses of each type, and to develop an ability to design and implement basic performance appraisal systems. *Grade/Pass/No Pass*

018 • COMMUNICATION SKILLS FOR SUPERVISORS 0.5 unit

Total Lecture 8.0 hours
Acceptable for credit: California State University

This course explores communication concepts which can be important to successful supervisory performance. Topics covered include listening, verbal and non-verbal communications, as well as the communication techniques appropriate to each category. *Pass/No Pass Option.*

019 • DEALING WITH DIFFICULT PEOPLE 0.5 unit

Total Lecture 8.0 hours
Acceptable for credit: California State University

This course examines the nature of difficult people, six different kinds of difficult people and suggested strategies for effective coping. *Pass/No Pass Option.*

020 • BUILDING TEAMS 0.5 unit

Total Lecture 8.0 hours
Acceptable for credit: California State University

This course is designed to develop an understanding of the nature of teams (as opposed to groups), their uses, benefits, problems, structures and developmental stages. Teams are increasingly essential in problem solving, decision-making and conducting complex work activities. Industry is turning more to teams as the focus of work activities with particular emphasis on the management of work teams. *Pass/No Pass Option.*

021 • PROJECT MANAGEMENT 0.5 unit

Total Lecture 8.0 hours
Acceptable for credit: California State University

This course focuses on the principles, practices and methods of effective project management which are applicable to any level of an organization. Topics covered include the project life cycle, planning for quality, time, and cost to make the best use of resources and bringing a project to a successful conclusion. *Pass/No Pass Option.*

022 • BUDGETING FOR MANAGERS 0.5 unit

Total Lecture 8.0 hours
Acceptable for credit: California State University

This is a survey course which explores major financial and budgeting concepts. Emphasis is given to such topic areas as financial management, budgeting trends, preparing, justifying and presenting budgets and other financial data, and budget strategies and controls. *Pass/No Pass Option.*

023 • NONPROFIT BOARD DEVELOPMENT 0.5 unit

Total Lecture 8.0 hours

This course provides an overview of what it means to be a nonprofit board member. It introduces key governance terms, roles, and responsibilities. Legal structures of nonprofit and community sector organizations are identified, along with the essential components generally found in governing documents. *Pass/No Pass Option.*

024 • MANAGING FOR CREATIVITY 0.5 unit

Total Lecture 8.0 hours
Acceptable for credit: California State University

This course focuses on allowing students to uncover their creative potential as well as become innovative problem solvers. Many tools and techniques will be discussed. Strategies for developing a creative work environment will be reviewed. *Pass/No Pass Option.*

025 • DIVERSITY IN THE WORKPLACE 0.5 unit

Total Lecture 8.0 hours
Acceptable for credit: California State University

This course focuses on the business case for putting diversity to work as well as best practices for bringing the best out of all kinds of people. Utilizing diversity is a key component of an organization's success today. *Pass/No Pass Option.*

026 • MOTIVATING AT WORK 0.5 unit

Total Lecture 8.0 hours
Acceptable for credit: California State University

This course explores how to become a manager who inspires and rewards employees to give their best. Students will learn how to raise expectations and performance while creating a motivating workplace. *Pass/No Pass Option.*

027 • DEVELOPING EFFECTIVE TRAINING PROGRAMS 0.5 unit

Total Lecture 8.0 hours

This course outlines the steps to developing effective training programs. Topics covered include needs analysis, adult learning theory, organization and evaluation. Students develop training activities for their respective target audiences. *Pass/No Pass Option.*

028 • COMPENSATION MANAGEMENT 0.5 unit

Total Lecture 8.0 hours

This course is designed to be an introduction to compensation management from a practical viewpoint. Topics such as wage surveys, job analysis and classification, and incentive plans are discussed. *Pass/No Pass Option.*

029 • HOW TO HIRE 0.5 unit

Total Lecture 8.0 hours

This course outlines strategies for recruiting and staffing the organization. Topics covered include staffing models, workforce planning, hiring processes, recruiting resources, and measuring performance. *Pass/No Pass Option.*

039 • PROGRAM MANAGEMENT 0.5 units

Total Lecture 8.0 hours

This course provides an overview of program management in comparison to project management. Program management is the process of managing multiple ongoing inter-dependent projects. This course may also be offered via distance learning. *Pass/No Pass Option*

101 • INTERPERSONAL EFFECTIVENESS 3.0 units

Total Lecture 54.4 hours
Acceptable for credit: California State University

This course will explore communications theory and techniques to make an individual a more effective communicator. Students will learn about the process of communication, effects of attitudes, and use of visuals. Participants develop a greater interpersonal effectiveness through understanding the causes of effective and ineffective personal interaction, and learn new interactive skills through group experiences. This course is useful to all whose job and personal lives require successful interaction with other people. *This course may also be offered via distance learning. Pass/No Pass Option.*

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- 102 • LEADERSHIP** **3.0 units**
Total Lecture 54.4 hours
Acceptable for credit: California State University
This course is designed to increase managerial effectiveness through an understanding of leadership. The essential leadership roles and commitments necessary for the empowerment of self and others are presented. Topics discussed include envisioning, inspiring, motivating as well as the effective use of power. *This course may also be offered via distance learning. Pass/No Pass Option.*
- 103 • FUNCTIONS OF MANAGEMENT** **3.0 units**
Total Lecture 54.4 hours
Acceptable for credit: California State University
This course covers the basic concepts and the major techniques of management. Major management functions addressed include planning, organizing, leading and controlling. Extensive use of exercises, case studies and recent articles permit students to experience the concepts involved. *This course may also be offered via distance learning. Pass/No Pass Option.*
- 111 • PROBLEM SOLVING FOR MANAGERS** **3.0 units**
Total Lecture 54.4 hours
Acceptable for credit: California State University
This course allows the student to develop the ability to define problems, gather necessary information, determine causes, generate solutions, and determine optimum solutions. Emphasis is placed on preparing managers who can deal with a dynamic workplace. *This course may also be offered via distance learning. Pass/No Pass Option.*
- 113 • MANAGEMENT IN PRACTICE** **3.0 units**
Total Lecture 54.4 hours
Acceptable for credit: California State University
This course allows students to apply management skills and theories. Students are actively engaged in putting concepts into practice _ thinking and acting like real managers through the integration of various assignments. Course will provide opportunities for real-world application of management skills. *This course may also be offered via distance learning. Pass/No Pass Option.*
- 115 • OPERATIONS MANAGEMENT** **3.0 units**
Total Lecture 54.4 hours
Acceptable for credit: California State University
This course is an introduction and analysis of the basic concepts, processes and methods in operations management. Topics covered include applied forecasting, aggregate planning, scheduling, total quality management, personnel management, inventory management, facility layout and project management. Concepts are illustrated by using abundant real world examples, articles, illustrations, problems and cases. This course may also be offered via distance learning. *Pass/No Pass Option.*
- 116 • GLOBAL MANAGEMENT** **3.0 units**
Total Lecture 54.4 hours
Acceptable for credit: California State University
Students will achieve an operational understanding of similarities and differences of the basic concepts and techniques of management as practiced in the United States and major European and Asian economics. Major functions addressed are planning, organizing, leading and controlling. *Pass/No Pass Option.*
- 117 • TOTAL QUALITY MANAGEMENT** **3.0 units**
Total Lecture 54.4 hours
Acceptable for credit: California State University
This course will examine the key elements of Total Quality Management (TQM) in business organizations. Students are exposed to the broad range of TQM philosophies and techniques. Both qualitative and quantitative methods are involved in TQM implementation. *This course may also be offered via distance learning. Pass/No Pass Option.*
- 117A • IMPROVING RESULTS WITH SIX SIGMA** **0.5 unit**
Total Lecture 8.0 hours
This course provides an overview of Six Sigma including lean Six Sigma. Six Sigma is a well known quality improvement strategy used by businesses. Students are provided with examples of tools and techniques used by organizations. Real world examples and case studies of organizations using Six Sigma are reviewed. *This course may also be offered via distance learning. Pass/No Pass Option.*
- 118 • HUMAN RESOURCES MANAGEMENT** **3.0 units**
Total Lecture 54.4 hours
Acceptable for credit: California State University
This course surveys contemporary human resources management topics and offers a balance of practical and applied material. Examples of topics covered include workforce diversity, recruitment, selection, employee downsizing, training and development, performance appraisals, compensations, benefits, and labor relations. Other current topics of global competition, rapid technological advances, outsourcing and just-in-time training are incorporated. *This course may also be offered via distance learning. Pass/No Pass Option.*
- 119 • WAREHOUSING OPERATIONS** **4.0 units**
Total Lecture 54.4 hours, Total Lab 54.4 hours
This course is designed to introduce students to warehouse operations, the objectives of warehousing, software information systems used in warehousing, and warehouse safety. Upon completion of the course, students should be well prepared to enter the field of warehousing, distribution, or logistics. *This course may also be offered via distance learning. Pass/No Pass Option.*
- 120 • FORKLIFT SAFETY AND OPERATIONS** **1.0 units**
Total Lab 54.4 hours
This course provides students with the knowledge and skills to become certified forklift operators. *Pass/No Pass Option.*
- 132 • STYLES OF LEADERSHIP** **1.0 units**
Total Lecture 16.0 hours
Acceptable for credit: California State University
This course explores styles of leadership to determine the strengths and techniques of each style so that the student can improve their own leadership performance. *This course may also be offered via distance learning. Pass/No Pass Option.*
- 136 • CONDUCTING EFFECTIVE MEETINGS** **0.5 units**
Total Lecture 8.0 hours
Acceptable for credit: California State University
This course examines various types of meetings, their functions, reasons for failure and success, forces at play within the group, and strategies to make the meeting accomplish goals. *Pass/No Pass Option.*
- 158 • TIME MANAGEMENT** **0.5 units**
Total Lecture 8.0 hours
Acceptable for credit: California State University
This course explores practical techniques for making better use of time. Topics covered include organizing and scheduling work, curbing procrastination, avoiding interruptions, streamlining paperwork, delegating effectively, and valuing time. *Pass/No Pass Option.*
- 201 • HUMAN RESOURCES INTERNSHIP** **1.0-3.0 units**
Total Lab 16.0 - 54.4 hours
This course is intended for students who will complete a certificate in Human Resources. In this class, the student is introduced to the workplace, workload and environment of human resources. The student is able to use information provided from other class work and develops a foundation for future employment. *Pass/No Pass Option.*
- 202 • WAREHOUSING INTERNSHIP** **1.0-3.0 units**
Total Lab 16.0 - 54.4 hours
This course is intended for students who will complete a certificate in Warehousing. In this class, the student is introduced to the workplace, the workload and the environment of warehousing. The student is able to use information provided from other class work to develop a foundation for future employment. *Pass/No Pass Option.*