BA 206 Course Outcomes revised for 2015-16 academic year

Upon successful completion of the course the student will

1. Describe the importance of management, the four functions of management, and skills involved.
2. Describe how the external environment and internal organization culture impacts performance.
3. Compare and contrast the differences between social responsibility and ethics and the impact they have relative to business practices and organizational performance.
4. Demonstrate knowledge of the essential tools of planning and decision-making. Topics include goal setting, strategic and operational plans, management by objective (MBO), the decision making process, rational, bounded rationality, programmed vs. non-programmed, and various decision making styles.
5. Describe basic organizational design, including chain of command, span of control, authority and responsibility, centralization vs. decentralization, departmentalization, and organic vs. mechanistic.
6. Describe and apply groups, group development, teams and best practices influencing team performance.
7. Demonstrate a basic knowledge of interpersonal and communication skills requisite for success in the workplace. Topics include individual behavior and attitudes and how they impact performance, the communication process, how to overcome the barriers to effective communication, nonverbal skills, active listening, and conflict management.
8. Describe and apply the controlling function and the basic control types used in management: feed forward control, concurrent control, and feedback control.