BA 207 Management Fundamentals II Outcomes

Upon successful completion of this course the student will be able to:

1. Demonstrate practical knowledge of the functions of management in 21\textsuperscript{st}-century context.
2. Show an acquaintance with the basic elements of social responsibility and ethics in business practice.
3. Demonstrate a basic knowledge of the process and tools of strategic planning, including SWOT analysis.
4. Describe the human resources management process, including various techniques managers can use in evaluating employee performance.
5. Identify internal and external forces for change and explain why people are likely to resist change.
6. State how roles, norms, and personality influence employee behavior in formal and informal groups.
7. Demonstrate ability to use motivation in the organization, including the ability to use specific motivational procedures to effect changes in subordinate behavior. Ability to apply the following theories: Maslow’s Hierarchy, Herzberg’s Two-Factor theory, and McClelland’s Achievement-Motivation theory.
8. Define leadership and explain the difference between managers and leaders. Explain situational leadership and identify roles of effective team leaders.
9. Describe how technology and project management tools such as Gantt and PERT charts can improve productivity.