Department of Management and Marketing                             Course No:  MG362
Title of Course: Management Skills                               Revision: Spring 2012

I.  Catalog Description and Credit Hours of Course:

   Effective leadership and team performance in organizations. Attention given to personal, interpersonal, and
team skills in current management practices. (3 credit hours)

II.  Prerequisite(s):

   MG301 (Principles of Management) with a minimum grade of ‘C’.

III. Purposes or Objectives of the Course:

   Upon completion of this course, the student should be able to:

   A. Understand the major trends impacting managers and managerial decision making in the early
twenty-first century.

   B. Understand the importance of effective leadership and team performance in organizations.

   C. Analyze and implement fundamental management skills in the personal, interpersonal, and team
areas.

   D. Understand the continuous nature of change in an organization and its impact on personal,
interpersonal, and team skills.

   E. Understand individual strengths and weaknesses for a variety of managerial skills and have feedback
from others about strengths and weaknesses for these managerial skills.

   F. Understand important aspects of oral and written presentations, interviewing, and conducting
meetings.

IV.  Student Learning Outcomes:

   Upon completion of this course the students will be able to:

   A. evaluate and analyze their management skills in the personal, interpersonal and team areas.

   B. identify and describe the impact of management on organizations.

   C. describe the major trends impacting managers and managerial decision making currently and in the
future.

V.  Expectations of Students:

   A. To participate in all class activities, experiential exercises, and discussions in an involved and active
manner

   B. To complete all external assignments (e.g., writing assignments, reading assignments, group
assignments, etc.) required for the course
VI.  Course Content and Outline:

A. The Critical Role of Management Skills 6 hours
   1. Introduction to class and management skills
   2. The role of management
   3. Leadership versus management
   4. Improving management skills
   5. Recognizing/Acknowledging effective management
   6. Practice/Application/Exercises

B. Personal Skills 12 hours
   1. Developing self-awareness
   2. Stress management
   3. Creative problem solving
   4. Practice/Application/Exercises

C. Interpersonal Skills 15 hours
   1. Supportive communication
   2. Gaining power and influence
   3. Motivating others
   4. Managing conflict
   5. Practice/Application/Exercises

D. Team Skills 12 hours
   1. Delegating and empowering
   2. Building effective teams
   3. Leading positive change
   4. Practice/Application/Exercises

VII. Textbook(s) and/or Other Required Materials or Equipment:

A. Textbook


B. Periodicals on an as needed basis
   1. *Academy of Management Executive*
   2. *Academy of Management Journal*
   3. *Academy of Management Review*
   4. *Administrative Science Quarterly*
   5. *Business Week*
   6. *California Management Review*
   7. *Fortune*
   8. *Harvard Business Review*
   9. *Journal of Applied Psychology*
   10. *Journal of Communication*
   11. *Journal of Contemporary Business*
   12. *Organizational Dynamics*
   13. *Personnel Management*
   14. *Research in Organizational Behavior*

An array of experiential exercises, activities, and simulations will be an integral component of the course content.
VIII. Basis for Student Evaluation:

A. Participation in and completion of assignments that must be completed outside the classroom, as well as class-based exercises, discussions, simulations, and other projects

B. Written assignments required by the instructor

C. Quizzes and/or exams

D. Journal responses for each area including plans for improvement and reaction to feedback of others about strengths and weaknesses.

E. Critique and feedback of other student’s work emphasizing understanding of the principles of quality work in each area.