

Year 3 Introduction to Management, Semester 1

Unit 1: Management Fundamentals

What is management?	LAP SM 1 Manage This! SM:001 Explain the concept of management (CS) SM:100 Explain factors that affect management (SP)	5 days
What does management do?	SM:063 Discuss the nature of managerial planning (SP) LAP SM 64 Put It All Together SM:064 Explain managerial considerations in organizing (SP) LAP SM 65 Dream Team Maker SM:065 Describe managerial considerations in staffing (SP) LAP SM 66 Take Action SM:066 Discuss managerial considerations in directing (SP) LAP SM 4 Measure Up! SM:004 Describe the nature of managerial control (control process, types of control, what is controlled) (SP)	12 days

Unit 2: The Business World

What are different ways for a business to make money?	EC:138 Describe types of business models (SP))	2 days
How are businesses organized?	LAP EC 103 Designed to Work EC:103 Explain the organizational design of businesses (SP)	2 days
What factors impact businesses?	LAP EC 104 Stretch Your Boundaries EC:104 Discuss the global environment in which businesses operate (SP) LAP EC 105 What's Shakin' EC:105 Describe factors that affect the business environment (SP) LAP EC 107 Keep the Change EC:107 Explain how organizations adapt to today's markets (SP)	10 days

	LAP EC 23 Know Your Limits EC:023 Explain the impact of the law of diminishing returns (SP)	
Unit 3: Human Resources Management		
What does human resources management do?	LAP HR 410 People Pusher HR:410 Discuss the nature of human resources management (CS)	2 days
How are human resources divided and organized?	LAP EC 914 Divide and Conquer EC:014 Analyze impact of specialization/division of labor on productivity (SP) LAP EC 915 Get United EC:015 Explain the concept of organized labor and business (SP)	5 days
Unit 4: Information & Knowledge Management		
What is information management?	LAP NF 110 In the Know NF:110 Discuss the nature of information management (CS) LAP NF 1 Record It NF:001 Describe the nature of business records (SP)	5 days
What is knowledge management?	LAP KM 1 Know Go KM:001 Explain the nature of knowledge management (SP) KM:005 Identify techniques that can be used to capture and transfer knowledge in an organization (SP)	5 days
Unit 5: Customer Relationship Management		
Why is customer service a top priority for managers?	LAP CR 4 Set Your Mind To It CR:004 Demonstrate a customer service mindset (CS) CR:029 Develop rapport with customers (CS) CR:005 Reinforce service orientation through communication (CS) CR:019 Adapt communication to the cultural and social differences among clients (CS) CR:030 Build and maintain relationships with customers (SP) CR:006 Respond to customer inquiries (CS) CR:007 Interpret business policies to customers/clients (CS)	17 days

What should you do when things go wrong for a customer?	LAP CR 9 Making Mad Glad CR:009 Handle difficult customers (CS) LAP CR 10 Righting Wrongs CR:010 Handle customer/client complaints (CS)	5 days
What is customer relationship management?	LAP CR 16 Know When to Hold 'Em CR:016 Discuss the nature of customer relationship management (SP)	2 days
How and why do you represent your employer?	LAP CR 1 Share the Promise CR:001 Identify company's brand promise (CS) CR:002 Determine ways of reinforcing the company's image through employee performance	5 days
Unit 6: Quality Management		
What are aspects of quality and quality management?	LAP OP 163 Take Control OP:163 Identify quality-control measures (SP) OP:164 Utilize quality control methods at work (SP) OP:019 Describe crucial elements of a quality culture (SP) LAP QM 1 Keep It Quality QM:001 Explain the nature of quality management (SP)	10 days

Year 3 Introduction to Management, Semester 2

Unit 7: Supply Chain Management

What is supply chain management?	LAP OP 443 Deliver the Goods OP:443 Explain the concept of supply chain (CS) OP:250 Describe types of purchase orders (CS) OP:336 Discuss types of inventory (CS) LAP OP 477 Chain Reaction OP:477 Explain the impact of supply chain on business performance (SP) LAP OP 303 Top of the (Supply) Chain OP:303 Discuss the nature of supply chain management (SP)	12 days
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Unit 8: Managing Risk & Change

What is change management?	SM:094 Describe relationship among innovation, learning, and change (CS) SM:095 Explain the nature of change management (SP)	5 days
What is risk management?	LAP SM 75 Prepare for the Worst, Expect the Best SM:075 Explain the nature of risk management (SP)	2 days

Unit 9: Career Planning

What career opportunities are available in business management?	LAP PD 297 Career Opportunities PD:297 Discuss employment opportunities in business management and administration (CS)	2 days
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Unit 10: Managerial Ethics

What are ethics?	LAP EC 106 On the Up and Up EC:106 Explain the nature of business ethics (SP) LAP SM 2 Great Power, Great Responsibility SM:002 Explain the nature of managerial ethics (MN)	5 days
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What are ethical considerations in different types of management?	LAP CR 17 Trust Is a Must CR:017 Explain the role of ethics in customer relationship management (SP) LAP HR 411 Moral Mediators HR:411 Explain the role of ethics in human resources management (SP) LAP NF 111 FYI NF:111 Explain the role of ethics in information management (SP) LAP KM 2 Know What's Right KM:002 Discuss the role of ethics in knowledge management (SP) LAP OP 190 Above Board OP:190 Discuss the role of ethics in operations (SP) LAP-OP LAP OP 675 Projects with Principles OP:675 Describe the role of ethics in project management (SP) LAP QM 12 Quality is the Best Policy QM:012 Discuss ethical considerations in quality management (SP) OP:677 Discuss ethical considerations in supply chain management (SP) LAP RM 41 Manage the Risk the Right Way RM:041 Explain the role of ethics in risk management (SP)	22 days
Unit 11: Project Management		
What is project management?	LAP OP 158 Projected to Win OP:158 Explain the nature of project management (SP)	2 days
What does initiating a project entail?	PJ:005 Initiate project (SP)	2 days

How do you plan a project?	LAP PD 918 Go for the Goal PD:018 Set personal goals (CS) PJ:006 Prepare work breakdown structure (WBS) (SP) LAP OP 3 Get What You Need OP:003 Identify resources needed for project (SP) LAP PD 17 Know Your Options PD:017 Make decisions (CS) LAP OP 1 Chart Your Course OP:001 Develop project plan (SP)	12 days
What occurs during the executing and monitoring/controlling process groups?	PJ:009 Execute and control projects (SP) LAP PD 126 Ideas in Action PD:126 Explain the need for innovation skills (CS) LAP PD 77 No Problem PD:077 Demonstrate problem-solving skills (CS) LAP OP 2 Make It Happen OP:002 Apply project-management tools to monitor and communicate project progress (SP) PJ:007 Manage project team (SP) PJ:010 Manage project schedule (SP)	14 days
How do you close a project?	OP:159 Evaluate project results (SP) PJ:008 Close project (SP)	5 days