

# **COURSE OUTLINE**

## **MAMT-200**

### **Management 2000: Managing for the Future**

3 Semester Hours

## **HOWARD COMMUNITY COLLEGE**

### **Description**

This course addresses a growing interest on the part of those in management to develop a more efficient workplace, where new communication media and different management skills will need to be utilized. Demographics of a changing labor force and of a changing customer base will be analyzed. The implications for managers as a result of these changes will be explored. Various trends in collecting, analyzing and disseminating information on a domestic as well as a global environment will be analyzed. Prerequisite: BMGT-100 or MAMT-140 or management experience. (3 hours weekly)

### **Overall Course Objectives**

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

1. Identify current and projected population trends
2. Analyze the impact of population changes on the labor market and the customer base.
3. Describe the use of technology for meeting changing needs.
4. Identify career opportunities and the corresponding necessary skills.
5. Analyze the essential nature of organizational change.
6. Identify the steps necessary for strategic planning.
7. Identify various styles of leadership, including their own.
8. Compare and contrast the views of various TQM theorists and their approach to managing quality.
9. Relate customer input to production of performance standards.
10. Analyze the nature of employee empowerment.
11. Identify the various management tools necessary for producing and distributing products to meet customer needs.
12. Define and analyze customer service.
13. Relate the changes in world politics to business management opportunities.
14. Analyze strategies for global marketing.

### **Major Topics**

- I. A Glimpse at the Future
  - A. Population Changes - The Impact on Labor and on Customer Needs
  - B. Quality and Technology

- II. Management in the Future
  - A. Career Opportunities and Skills
  - B. Managing Diversity
- III. Entrepreneurship/Intrapreneurship/Leadership
  - A. Strategic Planning - Mission and Goals
  - B. Leadership Styles
- IV. Total Quality Management/Zero Defects Management
  - A. The Theorists of TQM
  - B. Using Employees, Customers, and Technology to Improve Quality Standards
  - C. After TQM: Zero-based Defects
- V. Serving the Customer of the Future
- VI. Globalizing Business Management

### **Course Requirements**

Grading/Exams: Grading procedures will be determined by the individual faculty member but will be calculated on the basis of case study analysis and quizzes as well as some group projects in class.

Writing: Writing assignments will be determined by individual faculty members, but will include some case study analysis.

### **Other Course Information**

This course is a business elective. It is highly recommended for current managers who wish to update management theories and trends.

Transferability: Check the Counseling Center for specific receiving institution.