


Principles of Management

OVERVIEW

This course focuses on today's global, technology-driven business environment, covering topics such as strategic planning and change management. It provides a detailed exploration of what is needed to develop a successful business in a multicultural environment: leadership, setting objectives, decision making, staffing, communication, motivation and organizing. Also, students will draw on management theory in order to apply the organizational concepts that are needed to function effectively as a manager today. The curriculum combines textbook principles with workbook exercises. Industry-specific case studies apply textbook theory to real-life situations.

Delivery Options:

 Learning is a combination of online and textbook activities.

Completion Time:

Varies based on the student's self-study pace, however, the maximum time allowed is six months from enrollment.

BENEFITS

Upon completion students will:

- » employ better decision-making and leadership skills
- » plan and implement organizational change
- » understand how to build and organize groups and teams
- » earn three hours of college credit
- » receive an industry-recognized Jones/NCTI™ certificate of graduation
- » gain 12 BICSI continuing education credits for RCDD, RCDD/LAN, RCDD/OSP, Residential Installer and Installer Level 2/Technician

Ideal for:

Technical and nontechnical leadership personnel throughout the organization, including:

- » current managers
- » aspiring managers

COURSE OBJECTIVES

Upon completing this course, students will be able to:

1. develop a successful leadership style
2. make better decisions affecting the organization
3. properly motivate employees to work toward organizational goals
4. recognize and address challenges related to multicultural business environments
5. establish effective leadership and business goals
6. plan and manage change
7. successfully build and lead teams
8. improve decision making about staffing

(Continued)

RELATED COURSES

Students completing this course should then enroll in:

- » Introduction to Business
- » Introduction to Marketing
- » Effective Supervision

TRAINING FEATURES

- » Knowledge-based, broadband and job-specific content
- » Highly illustrated and easy to read course materials
- » Curriculum advising
- » 24/7 lesson feedback and progress monitoring at www.jonesncti.com
- » Online testing

Visit www.jonesncti.com/coursepolicy.htm for important information on computer hardware/software requirements and student-to-student transfer and extension limitations



Workforce Performance Solutions™

COURSE OUTLINE

1. Managing in the 21st Century

What managers do, managing in an era of competition and change, the future is now, foundations of modern management, classical and scientific management, the behavioral school of management, the quantitative school and toward a situational management theory and the future

2. Managing in a Global Environment

Doing business abroad, the manager in an international environment, the management team in a global business, the global manager and the process of international management

3. Managing in a Cultural and Ethical Environment

What determines ethical behavior at work, creating the right culture, managers and social responsibility and managing diversity

4. Making Decisions

Understanding decision making, how managers make decisions, how to make better decisions and using groups to make better decisions

5. Planning and Setting Objectives

The nature and purpose of planning, the management planning process, how to set objectives, developing planning premises and planners in action

6. Strategic Management

The strategic management process, types of strategies, creating strategic plans and strategic planning in practice

7. Fundamentals of Organizing

From planning to organizing, creating departments, achieving coordination, delegating authority in organizations, tall and flat organizations and the span of control

8. Designing Organizations to Manage Change

Moving beyond organic organizations, building team-based structures, building network-based organizations, boundaryless organizations and federal-type organizations

9. Staffing the Organization

Human resource management as a strategic partner, personnel planning and recruiting, selecting employees, orientation and training and other topics in human resource management

10. Being a Leader

What do leaders do, the foundations and traits of leadership, how leaders act like leaders, situational theories of leadership and becoming a leader

11. Motivating Employees Today

Need based approaches, process approaches, learning and reinforcement approaches, motivation in action, how do you motivate today's employees and what managers should know about individual behavior

12. Communicating in Today's Organization

A communication model, improving interpersonal communication, organizational communication, improving organizational communication and communicating at the speed of thought

13. Managing Groups and Teams

Employee involvement in teams, the building blocks of groups, how companies use teams at work, how to build productive teams and leading productive teams

14. Managing Organizational and Cultural Change

The challenge of organizational change, an eight-step process for leading organizational change, the leader's role in organizational and cultural change, using organizational development to change an organization and conflict management techniques

15. Controlling and Building Commitment

The role of control in the management process, two approaches to maintaining control, traditional control systems, how people react to control and using commitment-based control systems



Workforce Performance Solutions™

For more information call 866.575.7206 or email sales@jonesncti.com
9697 East Mineral Ave. • Centennial, CO 80112 • www.jonesncti.com