

# BUSINESS MANAGEMENT (102)

Information provided includes course descriptions by subject only. For complete 2024-2025 programs/academic plans, please refer to Academic Programs (<https://catalog.blackhawk.edu/academics/>).

## 102-109 Business Careers and Communication

**Credits:** 1-3

This course covers how to use professional and effective communication in business settings. Students learn and practice business oral communication, presentations, and various forms of written communication. Business career exploration, resume writing, and interviewing are also addressed in this course.

**Aid Code:** 10 - undefined.

**Co-requisites:** (103-106 or 103-128 or 103-116 or 106-146 or 103-138)

Complete Course Listing

## 102-114 Principles of Operations Planning

**Credits:** 1-3

Students will apply planning and decision-making techniques to ensure efficient and competitive management of business operations. Students will focus on the key operational activities of inventory controls, process design and management, and supply chain management. Students engage in examining and analyzing the following topics: product design processes, quality, facility design and capacity planning, inventory control, project management, supply chain management, cost control, and customer service management.

**Aid Code:** 10 - undefined.

**Pre-requisites:** (102-148) and (804-134 or 804-118)

Complete Course Listing

## 102-115 Management Principles

**Credits:** 1-3

Students will receive a comprehensive overview of the functions and principles of management that leads to success in the operating climate of modern businesses. The five functions of management will be introduced and applied to business operational problem-solving.

**Aid Code:** 10 - undefined.

**Pre-requisites:** (102-148)

**Co-requisites:** (801-195 or 801-136 or 102-109)

Complete Course Listing

## 102-120 Small Business Management

**Credits:** 1-3

The course provides a detailed study of all phases of managing a small business. Specific problems of small operations such as financing, developing, staffing, and growing a small business are analyzed. Management topics such as quality, leadership, applications of technology, legal issues and more will be applied to isolating significant problems and implementing solutions. Current issues and trends in entrepreneurship will be included.

**Aid Code:** 10 - undefined.

**Pre-requisites:** (102-115) and (104-102)

Complete Course Listing

## 102-121 Customer Service Management

**Credits:** 1-3

Customer Service Management examines the role of managing customer service to add value and achieve a firm's long-term goals. Topics include the purpose of customer service; development of customer service goals, policies and plans; training, development and evaluation of customer service staff; development of sales skills; and using conflict resolution techniques to handle difficult customer service situations. Emphasis is placed on management duties and communication to provide customer satisfaction for both internal and external customers.

**Aid Code:** 10 - undefined.

**Pre-requisites:** 102-115

Complete Course Listing

## 102-127 Business Management Internship

**Credits:** 1-3

This course is a work-based learning program involving actual business operations in the community. It is intended to provide students with actual work experience. Students will obtain a position at an approved worksite, and work a minimum of 144 hours under the supervision of both their instructor and an onsite supervisor. Students must have a minimum 2.0 overall GPA to enroll in the course. Not eligible for CPL.

**Aid Code:** 10 - undefined.

**Pre-requisites:** (102-109) and (102-115) and (196-193 or 116-193)

**Co-requisites:** (101-111) and (102-120) and (102-155) and (102-114) or (804-189)

Complete Course Listing

### 102-128 Business Plan and Entrepreneurship

**Credits:** 1-3

The course is a learning program involving planning actual business operations. It is intended to provide students with the tools to start their own business. Students will improve their understanding of entrepreneurship topics. They will also research, develop, write, and present a business plan. Students must have a minimum 2.0 overall GPA to enroll in the course.

**Aid Code:** 10 - undefined.

**Pre-requisites:** (101-111) and (102-109) and (102-115) and (102-120) and (104-102) and (801-195 or 801-136)

Complete Course Listing

### 102-130 Business Finance and Budget Management

**Credits:** 1-3

This is a basic finance course for managers and supervisors. The learner applies the skills necessary to achieve an understanding of the fiscal/monetary aspects of business. Each learner will demonstrate application of business types, cycles, forecasting, budgeting, expense control, and financial statement interpretation relevant to the supervisor as a non-accountant. These financial principles will then be applied to the manager's role in decision-making and includes problem-solving case studies.

**Aid Code:** 10 - undefined.

**Pre-requisites:** (101-117 or 101-111) and (102-115 or 101-112) and (103-128 or 103-106 or 103-138) and (102-148) and (103-107)

Complete Course Listing

### 102-134 Lean Six Sigma

**Credits:** 1-3

Upon completion of this course, learners will have developed a body of knowledge around Six Sigma concepts that qualify them to become Green Belt Certified. This includes an introduction to Six Sigma, recognition of the DMAIC methodology, and assessing a lean enterprise. Learners will develop their ability to do statistical evaluations to evaluate a production process. Learners will work through the Define, Measure, Analyze, Improve and Control phases to implement a problem solving or continuous quality improvement. Learners will examine the steps of planning and executing a kaizen event as well as utilize the seven SPC (statistic process control) tools to improve a process.

**Aid Code:** 10 - undefined.

Complete Course Listing

### 102-148 Introduction to Business and Management

**Credits:** 1-3

Students will be introduced to business operations, focusing on a basic understanding of the activities, functions, and principles of business enterprises. This course covers the responsibilities and challenges of operating a business. The course emphasizes human relations, management, marketing, finance, human resources, global business, and starting a business.

**Aid Code:** 10 - undefined.

Complete Course Listing

### 102-150 Global Business Fundamentals

**Credits:** 1-3

This course is designed to give students a fundamental understanding of the environment in which international business operates and of the business practices required to compete successfully in global markets. Topics include: country differences in political, economic, cultural, and ethical systems; cross-border trade and investment; global monetary systems; strategies involved in international business; and management challenges in global markets.

**Aid Code:** 10 - undefined.

**Pre-requisites:** (102-148) and (801-195 or 801-136)

Complete Course Listing

### 102-155 Introduction to Project Management

**Credits:** 1-3

This course gives an overview of project management principles and covers the fundamental knowledge and skills needed to improve the outcome of any project. It focuses on the project management processes and knowledge areas. Students will learn how to plan, schedule, and control projects. Students will learn project management tools and techniques and use them to define project goals, objectives, costs and time, and manage project scope, schedule and resources.

**Aid Code:** 10 - undefined.

Complete Course Listing

### 102-157 Managing Projects

**Credits:** 1-2

This course focuses on using the Microsoft Project software to plan, schedule and control projects. Students will define a project's scope and apply work breakdown structure (WBS), the foundation of project planning. Students will learn how to configure tools and options, set-up projects, estimate, schedule, and budget projects.

**Aid Code:** 10 - undefined.

**Co-requisites:** 102-155

Complete Course Listing

### 102-158 Project Management Capstone

**Credits:** 1-3

This course is designed to give students practical experiences in managing projects. Students will be given the opportunity to review, synthesize, and apply their project management knowledge and skills from prior courses and experience. Students will be working in a lab setting leading a real-life project and project management deliverables, including project charter, project plan, status reports, and post-project reviews. Students will facilitate meetings, track planned and actual values, and update project plans.

**Aid Code:** 10 - undefined.

**Co-requisites:** 102-155 and 102-157

Complete Course Listing

**102-160 Business Law****Credits:** 1-3

This course is designed to provide the student with a working knowledge of law as it relates to the rights and responsibilities of businesses and individuals. Emphasis is placed on torts, contracts, case analysis, ethics, and social responsibility, particularly in the business context.

**Aid Code:** 10 - undefined.

Complete Course Listing

**102-161 Principles of Manufacturing Management****Credits:** 3

Students will be introduced to the operations environment and key manufacturing process activities including quality control, capacity management, and lean manufacturing techniques. Students will learn to design, operate, and improve the systems that deliver goods and services using tools such as process flow diagrams, lean management, and decision trees. Through discussion and interactive problem solving, participants will gain a functional competency of production activity control and management.

**Aid Code:** 10 - undefined.

Complete Course Listing

**102-401 Intro to Data Analytics for Entrepreneurs****Credits:** .05

This course provides an overview of key concepts, tools, and practical applications of data analytics for small business.

**Aid Code:** 47 - undefined.

Complete Course Listing

**102-423 Project Management for Non Managers****Credits:** .1

This course teaches foundational project management to workers who will not perform lead/manager roles on project teams but may be part of project teams in their organizations.

**Aid Code:** 47 - undefined.

Complete Course Listing

**102-424 Project Management-8****Credits:** .2

This course will expand on foundational concepts of Project Management introductory courses to explore the next level of project planning, discuss project team and issues management, and cover how to pitch a new or ongoing project to leadership.

**Aid Code:** 47 - undefined.

Complete Course Listing

**102-425 Project Management-20****Credits:** .5

This course will provide an overview of four phases of project management from initiation through conclusion.

**Aid Code:** 47 - undefined.

Complete Course Listing

**102-490 Intro to AI for Entrepreneurs****Credits:** .05

Define and discuss AI and tools or applications of AI that entrepreneurs and small business owners should be aware of, may encounter, or may want to utilize in their business for automating processes, improving customer service, data analytics, and enhancing decision-making or communications.

**Aid Code:** 47 - undefined.

Complete Course Listing