

PELLISSIPPI STATE TECHNICAL COMMUNITY COLLEGE  
MASTER SYLLABUS

**CREDIT UNION MANAGEMENT**  
**CUE 2200**

**Class Hours: 2.0**

**Credit Hours: 2.0**

**Laboratory Hours: 0.0**

**Date Revised: Spring**  
**00**

NOTE: This course is not designed for transfer credit.

**Catalog Course Description:**

A study of planning, organizing, lending, and controlling as it relates to credit union operation.

**Entry Level Standards:**

None

**Prerequisites:**

None

**Textbook(s) and Other Course Materials:**

*Principles of Modern Management*, 4th edition, Certo, Allyn, and Bacon, Inc.  
*The Managerial Job*, by Schrieber and Forrest, Kendall/Hunt Publishing.

**I. Week/Unit/Topic Basis:**

<b>Week</b>	<b>Topic</b>
1	Defining Management, Approaches to Managing and the Management Job.
2	Organizational Objectives, Fundamentals of Planning and the Organizational Process.
3	The Board's Role in Managing the Credit Union, Problem Solving and Decision Making. Quiz 1
4	Types of Planning and Plans and Planning Tools.
5	Fundamentals for Organizing and Organizing for Performance
6	Organizing the Activity of Individuals and Delegation of Responsibility and Authority Quiz 2
7	Providing Appropriate Human Resources for the Organization, Managing Conflict, and the Work Environment
8	Review and Midterm
9	Changing an Organization and Managing Change and Innovation.
10	Fundamentals of Influencing and Communication and Leadership.

### Quiz 3

- 11 Motivation, Managing Groups and Motivation to Work.
- 12 Principles of Controlling; Fundamentals of Production Management and Control.
- 13 Information and Social Responsibility
- 14 Management Skills for the Future and Managing Stress
- 15 Review
- 16 Final Exam Period

### II. Course Objectives\*:

- A. Demonstrate thorough understanding of the planning function of management. I, II
- B. Demonstrate thorough understanding of the organizing and leading function of management. I, II
- C. Summarize the basic management theories. I, II
- D. Relate management theory to credit union operations. I, II

\*Roman numerals after course objectives reference goals of the Business and Community Services department.

### III. Instructional Processes\*:

Students will:

- 1. Take part in course assignments such as team discussions; team case studies; team projects; experiential exercises; oral, written, PowerPoint, and/or email presentations; Internet research; etc. to help develop teamwork, leadership, and followership skills. *Communication Outcome, Personal Development Outcome, Cultural Diversity & Social Adaptation Outcome, Information Literacy Outcome, Transitional Strategy, Active Learning Strategy*
- 2. Perform course assignments such as team discussions; team case studies; team projects; experiential exercises; oral, written, PowerPoint, and/or em presentation; Internet research; etc. to help develop critical thinking, problem solving, goal setting, and planning skills. *Communication Outcome, Personal Development Outcome, Cultural Diversity & Social Adaptation Outcome, Problem Solving and Decision Making Outcome, Information Literacy Outcome, Transitional Strategy, Active Learning Strategy*
- 3. Practice elements of the work ethic such as professionalism, preparedness, punctuality, honesty, cooperation, dependability, contribution, effectiveness, and good manners. *Personal Development Outcome, Transitional Strategy*

\*Strategies and outcomes listed after instructional processes reference Pellissippi State' s goals for strengthening general education knowledge and skills, connecting coursework to experiences beyond the classroom, and encouraging students to take active and responsible roles in the educational process.

### IV. Expectations for Student Performance\*:

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

1. List and define the basic functions of management. A,B,C
2. Discuss the importance of organizational objectives. A
3. Describe the major differences between the role and function of the board and of credit union management. D
4. Define both strategic planning and strategy. A
5. Develop a working knowledge of the relationship between division of labor and coordination. B
6. Know the differences among line authority, staff authority, and functional authority. B
7. Discuss the relationship among recruitment efforts, and open position, sources of human resources, and the law. B,C
8. Identify the relationship between planning, change and the management function. B
9. Develop understanding of interpersonal communication and the importance of nonverbal communication. C
10. Discuss the importance of motivation organization members and list several motivational strategies. B
11. Discuss various kinds of control and how each can be used advantageously by managers. C
12. Understand the importance of a management information system to an organization. B,C

\*Letters after performance expectations reference the course objectives listed above.

## **V. Evaluation:**

### A. Testing Procedures:

Minimum of three major tests recommended

### B. Laboratory Expectations:

N/A

### C. Field Work:

N/A

### D. Other Evaluation Methods:

N/A

### E. Grading Scale:

90 - 100	A
80 - 89	B
70 - 79	C
60 - 69	D

Below 60 F

**VI. Policies:**

Attendance Policy:

Pellissippi State Technical Community College expects students to attend all scheduled instructional activities. As a minimum, students in all courses must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course.