Class Hours: 3.0  Credit Hours: 3.0
Laboratory Hours: 0.0  Date Revised: Spring 00

Catalog Course Description:
A survey of the principles of management and their application to the insurance operations. Includes an introduction to insurance information management systems.

Entry Level Standards:
None

Prerequisites:
None

Textbook(s) and Other Reference Materials Basic to the Course:

I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
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<tbody>
<tr>
<td>1</td>
<td>Introduction to Management</td>
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<tr>
<td>2</td>
<td>The External Environment and Organizational Goals</td>
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<td>3</td>
<td>Strategic Planning</td>
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<td>4</td>
<td>Implementing Plans and Making Decisions</td>
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<td>5</td>
<td>Organizing</td>
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<td>6</td>
<td>Organization Design and Change</td>
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<td>7</td>
<td>Motivation/Leadership</td>
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<td>8</td>
<td>Review and Midterm</td>
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<tr>
<td>9</td>
<td>Group Dynamics and Communication</td>
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II. Course Objectives*:

A. Explain the nature of management and the major functions that constitute the management process. I,II,III

B. Explain the concept of organization design. I,II

C. Describe the nature of organizational change. I,II

D. Explain the types of leadership and compare and contrast leadership and management. I,II,III

E. Describe basic types and functions of computers and explain some of the capabilities and limitations of each. 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. Use critical thinking skills to interpret and evaluate the financial statements of existing companies and make informed judgements about these statements to facilitate in decision making and problem solving strategies. Problem Solving and Decision Making Outcome, Numerical Literacy Outcome, Information Literacy Outcome, Active Learning Strategies

3. Exhibit professional behavior by attending class regularly, arriving punctually with the appropriate materials, and being prepared for active class participation each day. Personal Development Outcome, Transitional Strategy

4. Use email to communicate problems, questions, and issues to the instructor. Communication Outcome, Informational Literacy Outcome, Technological Literacy Outcome

*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. Describe major skills required in management position.  A
2. Explain the general task, and internal environment of an organization.  B
3. Explain the purpose, nature, and kinds of organizational goals.  B
4. Define and discuss tactical and operational planning.  B
5. Explain the situational influences on organization design.  B
6. Contrast planned and reactive change.  C
7. Explain the reinforcement perspectives of motivation.  C
8. Explain the types and uses of power by leaders.  D
9. Describe the types of groups that exist within organization.  C
10. Explain the forms of operations control and organizational control.  C
11. Explain the purpose and role of budgets in the control process.  D
12. Explain the special challenges of international management.  D
13. Explain the major functions of the major computer hardware components. CPC, memory input/output devices and supporting devices.  E
14. Explain the role of users in the information system of an organization.  E
15. Explain the needs for and objectives of automation in insurance agencies.

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

V. Evaluation:

A. Testing Procedures:

   Quizzes  30%
   Mid-term  30%
   Final  30%

B. Laboratory Expectations:

   N/A

C. Field Work:

   N/A

D. Other Evaluation Methods:
Attendance 10%

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.