Program Planning Guide

Manager Trainee Certificate (C25120M0)

Program Length: 2 Semesters
Program Sites: Lee Main Campus - Day & Evening; Harnett Main Campus - Day; Distance
Career Pathway Options: Associate in Applied Science Degree in Business Administration

Suggested Course Schedule		Class	Lab	Clinical	Credits	Notes:
1st Semester (fall)						
BUS 110	Introduction to Business	3	0	0	3	
BUS 137	Principles of Management	3	0	0	3	
MKT 223	Customer Service	3	0	0	3	
	Total Semester Hs.	**9**	**0**	**0**	**9**	
2nd Semester (spring)						
BUS 151	People Skills	3	0	0	3	
BUS 153	Human Resource Management	3	0	0	3	
CIS 110	Introduction to Computers	2	2	0	3	
	Total Semester Hrs.	**8**	**2**	**0**	**9**	
Total Semester Hours Credit required for graduation: 18						

Course Descriptions

BUS 110   Introduction to Business
This course provides a survey of the business world. Topics include the basic principles and practices of contemporary business. Upon completion, students should be able to demonstrate an understanding of business concepts as a foundation for studying other business subjects. This course has been approved for transfer under the CAA/ICAA as a premajor and/or elective course requirement.

BUS 137   Principles of Management
This course is designed to be an overview of the major functions of management. Emphasis is placed on planning, organizing, controlling, directing, and communicating. Upon completion, students should be able to work as contributing members of a team utilizing these functions of management. This course has been approved for transfer under the CAA/ICAA as a premajor and/or elective course requirement.

BUS 151   People Skills
This course introduces the basic concepts of identity and communication in the business setting. Topics include self-concept, values, communication styles, feelings and emotions, roles versus relationships, and basic assertiveness, listening, and conflict resolution. Upon completion, students should be able to distinguish between unhealthy, self-destructive, communication patterns and healthy, non-destructive, positive communication patterns.

BUS 153   Human Resource Management
This course introduces the functions of personnel/human resource management within an organization. Topics include equal opportunity and the legal environment, recruitment and selection, performance appraisal, employee development, compensation planning, and employee relations. Upon completion, students should be able to anticipate and resolve human resource concerns.

CIS 110   Introduction to Computers
This course introduces computer concepts, including fundamental functions and operations of the computer. Topics include identification of hardware components, basic computer operations, security issues, and use of software applications. Upon completion, students should be able to demonstrate an understanding of the role and function of computers and use the computer to solve problems. This course has been approved for transfer under the CAA/ICAA as a general education course in Mathematics (Quantitative).

CIS 111   Basic PC Literacy
This course provides an overview of computer concepts. Emphasis is placed on the use of personal computers and software applications for personal and fundamental workplace use. Upon completion, students should be able to demonstrate basic personal computer skills.

MKT 223   Customer Service
This course stresses the importance of customer relations in the business world. Emphasis is placed on learning how to respond to complex customer requirements and to efficiently handle stressful situations. Upon completion, students should be able to demonstrate the ability to handle customer relations.