

### 3 INTRODUCTION TO MANAGEMENT

**Prerequisites:** None      **Credits:** 3

#### Overview

This introductory course will provide the student with a general survey of management. The learner will be exposed to the concepts and principles of management. Focus will be on the basic functions of management and its importance to organizations.

#### General Objectives

This course is designed to:

- 1 introduce students to the concepts and principles of the management discipline
- 2 relate the importance of the management function to the enterprise

#### Learning Outcomes

Upon successful completion of this course, learners will:

- 1 explain the major philosophical schools of management
- 2 demonstrate the functions of management.
- 3 describe and demonstrate concepts and principles of management.
- 4 apply the tools of decision-making.
- 5 explain the concepts of management versus leadership.
- 6 explain the principles of Total Quality Management.

#### Topics

##### 1.0 Management Theories

#### Objective

Upon completion of the topic the student will be able to:

- 1.1 discuss and evaluate the significance of the major schools in the evolutionary development

of management thought.

#### Content

- Classical/scientific management
- Human Relations Management.
- Behavioural Science Theorists
- Contingency Theorists, Systems Theorists
- Contemporary pre-occupations.

##### 2.0 The Role of Management

#### Objective

Upon completion of the topic the student will be able to:

- 2.1 assess the role of the management in an organization in reaching corporate objectives.

#### Content

- Informational roles
- Decisional roles
- Liaisons etc

##### 3.0 Managerial Functions

#### Objective

Upon completion of the topic the student will be able to:

- 3.1 assess the role of the management functions in reaching corporate objectives.

#### Content

- Planning, control, directing.
- Concepts of delegation.
- Authority, accountability and responsibility.
- Key areas of motivation, communication and leadership.
- Role of managerial control.
- Need for placement, frequency and types.
- Management by exception.
- Primacy of corporate objectives, MBO.
- Need for effective planning.
- Types of plans.
- Planning in a turbulent environment.
- Link between planning and policymaking.
- Implementation of strategy through organizational design.

- Alternative structure and relationships in formal organizations.
- Relationship to informal organization.

#### 4.0 Effective Management

##### Objective

Upon completion of the topic the student will be able to:

- 4.1 analyze and select appropriate individual techniques of effectiveness in a corporate setting.

##### Content

- Time & stress management.
- Management of people.
- Management of the service function.
- Management of meetings.

#### 5.0 Organizational Techniques

##### Objective

Upon completion of the topic the student will be able to:

- 5.1 demonstrate an appreciation of organizational techniques appropriate to a group setting.

##### Content

- Team building.
- Problem solving and decision making techniques.
- Delegation, organization and leadership in practice.

#### 6.0 Contemporary Management

##### Objective

Upon completion of the topic the student will be able to:

- 6.1 analyze the contemporary managerial field

of thought and practice.

##### Content

- Organizational responsibility to stake holders and society.
- Implementation of change.
- Current issues and emerging techniques.
- Total quality management.
- Managerial career development.
- Managerial literature, academic and professional.
- Management as a profession.

#### 7.0 Introduction to Human Resource Management

##### Objective

Upon completion of the topic the student will be able to:

- 7.1 explain the human resource function in the work environment.

##### Content

- Definitions.
- Functions.

##### Instructional Format

Lecture  
Case Studies  
Guest Lecturers  
Role Play  
Simulations

##### Assessment and Evaluation

Assignments, Quizzes, Case Study – 60%  
Examination – 40%

##### Recommended Text

Practical Management for Supervisors;  
Glencoe/McGraw Hill

## Resources

Management: Meeting and Exceeding Customer Expectations, 9<sup>th</sup> Edition 2007, W R Plunkett, R F Attner & G S Allen; published by Cengage Learning.

Supervisory Skills: Educational Institute of the American Hotel and Motel Association.

Management Theory and Practice, 7<sup>th</sup> Edition 2011, G A Cole & P Kelly; published by International Thomson Business Press

The logo for ABHTI (Antigua & Barbuda Hospitality Training Institute) features a stylized globe with a red and blue design. The text 'ABHTI' is prominently displayed in large, bold, grey letters, with 'ANTIGUA & BARBUDA HOSPITALITY TRAINING INSTITUTE' written in smaller, grey letters below it.

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