

# MANAGEMENT: APPLIED (MNA)

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## MNA1161 INTRODUCTION TO CUSTOMER SERVICE (3.00 Credits)

This course provides the student with the basic concepts and current trends in the customer service industry. Through actual case studies, the students analyze organizations which have implemented successful customer service strategies.

Total Contact Hrs: 48.00

Lecture Hrs: 48.00

## MNA1949 INDUSTRY WORK EXPERIENCE (27.00 Credits)

Students with a postsecondary adult vocational certificate or equivalent may receive credit based on departmental review. Credits may apply only to students seeking an A.S. in Industrial Management Technology.

Total Contact Hrs: 1300.00

Lab Hrs: 1300.00

## MNA2329 CASE STUDIES IN HR MANAGEMENT (3.00 Credits)

This course uses a case study, experimental/simulated learning approach to build upon and apply human resource management concepts. Students will develop and apply their communication and employee relations skills and problem-solving and decision-making abilities to cases that reflect work-related human resource challenges.

Total Contact Hrs: 48.00

Lecture Hrs: 48.00

## MNA2345 PRINCIPLES OF SUPERVISION (3.00 Credits)

This course provides an overview of fundamentals of supervision and the management of people. It emphasizes the role of supervision in business organizations by focusing on supervisory processes; examining functions of planning, organizing, staffing, directing, controlling and their relationships to daily responsibilities of the supervisor.

Total Contact Hrs: 48.00

Lecture Hrs: 48.00

## MNA2403 INTRODUCTION TO HUMAN RESOURCES LAW & REGULATIONS (3.00 Credits)

This course is designed to enable the future HR manager to recognize and address potential legal implications of common workplace situations and to understand and evaluate current trends and issues as they relate to employment law.

Total Contact Hrs: 48.00

Lecture Hrs: 48.00

## MNA2949 CO-OP WORK EXPERIENCE (3.00 Credits)

A course designed to provide training in a student's field of study through work experience. Students are graded on the basis of learning objectives and employer evaluations. Program Manager approval is required. All students must contact the program manager to obtain registration approval.

Total Contact Hrs: 144.00

Lab Hrs: 144.00