Business: Management (BMGT)

BMGT 215 Human Resource Management
Credits: 3
Term: (F)
Prerequisite: BGEN 105
This course explores the human resource management function in a corporate setting and focuses on the development of knowledge and skills that human resource managers employ. Covered topics include the selection process, employment law, labor relations, compensation, performance development, and corporate training.

BMGT 235 Management
Credits: 3
Term: (F)
Prerequisite: BGEN 105
This course is a study of basic management and organizational principles. Topics covered include planning, decision making, organizing, leading, controlling, staffing, and time management.

BMGT 245 Customer Service Management
Credits: 3
Term: (S)
Prerequisite: BGEN 105
This course explores the relationship between a business and its customers with a focus on problem solving. Topics covered include managing expectations, building rapport and loyalty, service design and delivery, handling complaints, and effective communication.